

# Esraa Mohamed Osama Mohamed

Alexandria

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## Education

- Pharos University** From 2014 to 2018  
Languages and Translation  
Very good

## Objective

To work in an environment which encourages me to succeed and grow professionally where I can utilize my skills and knowledge appropriately.

## Skills

- Translating from English language into Arabic and vice versa.
- Computer skills such as Microsoft Word, Excel, and PowerPoint.
- Mother tongue is Arabic language. First language is English language.
- Second language is German language.

## Experience

- Vodafone Ecco** 2019 - 2020  
Call center
  - Manage large amounts of inbound and outbound calls in a timely manner.
  - Follow communication “scripts” when handling different topics.
  - Identify customers’ needs, clarify information, research every issue and provide solutions and/or alternatives.
  - Seize opportunities to upsell products when they arise.
  - Keep records of all conversations in our call center database in a comprehensible way.
  - Meet personal/team qualitative and quantitative targets.
- Translation company** 2020 - 2023  
Translator
  - Read given material and research industry-specific terminology.
  - Convert text and audio recordings from one language to one or more others.
  - Ensure translated content conveys original meaning and tone.
  - Cross-reference specialized dictionaries and translation tools to check quality of translation.
  - Proofread translated texts for grammar, spelling and punctuation accuracy.
  - Follow up with internal team members and clients to ensure translation meets their needs.
  - Edit content with an eye toward maintaining its original format (e.g. font and structure).
  - Network with field experts to stay current on new translation tools and practices.

## Certificates

- Innovation In Education sponsored by Nothing Hill college Egypt in 2015.
- Career Development Entrepreneurship center (CDEC) by Pharos University in Alexandria in 2016.

## Personal Skills

- Work efficiently either in a team or individually.  
Work creatively and make sure to add everything that is always new.  
Work under stress.  
Communication skills and other.  
Ambitious and organized person.  
Committed to get my job done.

## Projects

- **Graduation project**  
Translating "House of Flesh" by "Yusuf Idris" from Arabic into English language.

## Personal Details

- Date of Birth : 28
- Marital Status : Single
- Nationality : Egyptian
- Religion : Muslim
- Gender : Female
- Interests : Reading, playing sports, watching English movies.