

Silvia Soliman Girgis Iskander

Full Name: Silvia Soliman Girgis Iskander

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It is a pleasure to submit my resume to your honorable organization, wishing that it would meet your needs & requirements.

Besides information listed in the CV, I would like to mention that I'm a hard worker, well-organized & self-motivated person who seek to have a good position in your esteemed organization which fits my skills and qualifications.

After all I would be grateful to send my certificates to your HR & looking forward to hearing from you soon.

Sincerely,

Silvia Soliman

Nationality: Egyptian

Resident of: Cairo/Egypt

Birthdate: 04 January, 1994

Skills

- Hard worker
- Leadership skills
- Self-motivated
- Very well organized
- Able to work in teamwork

Educational Profile

Bachelor degree in the Spanish Arts and Literature

(2017:2022)

- **College:** Faculty of Arts – Spanish Department
- **Place of College:** Helwan University / Egypt
- **Degree earned:** Bachelor of Arts, Spanish Department, with a **good** grade

Istituto di Istruzione Superiore

IST. TEC. IND.LE Statale "E.Fermi" – I.P.S.I.A "L. De Seta" Italian Scholarship

(2011:2012)

- **Place:** Marina di Fuscaldo (CS), Regione Calabria, Italia
- **Study:** Fashion Designing

Maria Ausiliatrice Italian School

(Class of 2014)

- **Place:** Heliopolis, Cairo, Egypt
- Since **Nursery** until **Secondary School**

Courses

International Shipping Diploma

Certified from the Institute of the World Trade Organization\Egypt

- **Certificate accredited by the Institute of the World Trade Organization from Washington**
- **Documenting the Egyptian Foreign Ministry**
- **Accreditation the Federation of Arab exporters and importers, adoption of economic unity of the Arab League**
- **Course details:**
 - Introduction to the concept of international shipping and types - International shipping terms + contractual values in the international freight for the year 2013-2014
 - Maritime shipping / Introduction to the shipping, marine types of shipping, the documentary cycle of Shipping, types of ships and containers, calculate shipping costs Maritime
 - Logistics associated with the maritime shipping, ways of working and operating within the shipping companies and departments collaborating
 - Air shipping / air cargo types, the documentary cycle air freight, types of cargo planes, the most important air cargo companies, administration and logistics within the air cargo companies, calculate shipping costs and processes associated with air

- Marine insurance, maritime transport contracts for a quick introduction in contract law Maritime Transport / Air Transport, forms of transport contracts, obligations and rights of the shipper, the carrier's obligations and rights, the rights and obligations the consignee, types and conditions of insurance contracts and documents
- The policies and bills of lading / types of policyholders, common mistakes in writing the policies, methods of writing policyholders, ships charter parties, the bill of lading and function in the charter trip
- Customs procedures associated with the process of shipping, international conventions and import and export regulations.

General Software Skills

- **Microsoft Office (+):** All office applications (Excel, Word, PowerPoint)
- **Operating Systems (-):** Microsoft Windows
- **Mail Clients (+):** Microsoft Outlook, Gmail

+	Intermediate
+	Intermediate
+	Intermediate

Work Experience

Siemens Energy EG

Procurement & Logistics Division

(01-2023:06-2023) Project Contract

- **Job title:** Order Management Specialist
- **Job duties:**
- Responsible for issuing purchase orders in the SAP system, receiving the Order Acknowledgement from Siemens Factories abroad.
- Responsible for the whole purchase order creation process in the SAP system (Material Creation Number, Sales Order Issuance, and Purchase Order Issuance).
- Coordination of the shipping process for Steam Turbines' Spare Parts between Siemens Factories' logistics teams globally, GBS Co. and the local clients in Egypt (El Ezz Rolling Mills, Birla Carbon EG, SIDPEC, Abu Qir Fertilizers Co. ...etc.)
- Providing customers with the shipping instructions, receiving the original shipping documents (Bills of Lading, Packing Lists, Proforma Invoices, Forwarder Cargo Receipts), and courier them through DHL to customers' banks after creating the Credit Letter.
- Building up Client Database sheet, including Closed Purchase Orders, and Shipments Tracking sheet, including shipments entered since Oct. until Jun., Shipping Instructions & Incoterms, and Received Order Ack.
- Providing weekly report sheet to monitor and follow up on what is missing and advise customers in return.

Teleperformance EG

AT&T Account

(10-2022:11-2022)

- **Job title:** Customer Success Specialist
- **Job duties:**
- Maintain customers' loyalty.
- Resolve customers' problems with network issues.
- Offer new pricing plans to avoid any additional costs that might be unnecessary for the customer.

Balsamee LTD

Marketing & Sales Division

(03-2021:10-2022)

- **Job title:** Sales Coordinator
- **Job duties:**
- Contacting customers to arrange appointments and ensuring all Sales Representatives have high quality, up-to-date support material.
- Handling urgent calls, emails, and messages when sales representatives are unavailable, answering customer queries, informing them of delays, and scheduling marketing events.
- Maintaining filing systems (sales records, prepare reports) and provide financial information to the finance department.

Balsamee LTD

Customer Service Division

(03-2021:10-2022)

- **Job Title:** Customer Service Team Lead
- **Job duties:**
- Monitor daily workloads of the team members and providing guidance when needed.
- Identify system and workflow improvements to foster the team's efficiency.

(11-2019:10-2021)

- **Job Title:** Customer Service Representative
- **Job duties:**
- Provide a daily call log and communicating with other departments such as sales, marketing and quality assurance.
- Answering customers' phone calls and emails, responding to customers' questions and concerns, maintaining a positive attitude and calmly respond to customers' complaints.
- Refer issues and questions to the team leaders if necessary.

Siemens S.A.E

Finance & Accounting Division

(10-2018:11-2018)

- **Job title:** Data Entry Specialist
- **Job duties:**
 - Maintain filing systems and data entries for all the shipping documents, commercial invoices, all customs clearance documents.
 - Coordinate between the financial department and the export department.
 - Prepare monthly reports reflecting all shipments cleared out of customs during the month.

Spoken and Written Languages

Arabic

- **Speaking:** Mother tongue

English

- **Speaking:** Very good

Hobbies

- Meditating, listening to music and songs, watching movies, coloring and reading.

References and Documents are presented when asked!

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