



Nada Essam Sayed Ali
Ahmed orabi St. Ain shams , Cairo
+201030009432 | nada.esayed5732@gmail.com

Personal Details

- Date of Birth : 17/04/1997
- Nationality : Egyptian

Objective

I seek challenging opportunities where I can fully use my skills for the success of the organization.

Education

- **Ain Shams University**
Bachelor of commerce (Business administration) 2019
Very good
- **Ufa Aviation University**
Russian Language degree 2022
Good

Courses

- **Training course**
At Employability and careers development centre (ECDC)
 - Interview skills
 - Communication skills
- **EYouth program**
YouPreneur program
 - Marketing Skills
 - Management Skills
 - Market Planning
 - Business project management
- **ICDL**
At Egyptian Banking Institute (EBI)
 - Microsoft Word
 - Microsoft Excel
 - Microsoft outlook
 - Microsoft power point
- **Banking**
At African Economy Council (AEC)
Basic of banking and capital markets
- **Banking**
West Virginia Academy
 - The basic of banking and capital markets
- **Russian language**
Finish 1000 hours learning language basics, Mathematics and information science in Russian

Experience

- **Raya Contact centre (Maadi, Egypt)**
Customer advisor (for prestige segment)
Project name : Etisalat UAE

01/10/2019 - 01/05/2021

- Handling prestige customers in a very professional way with all options
- Save quality of service matrices
- Manage customer Average Handling Time (AHT)
- Provide correct and accurate information

- **Etisalat Global Service (EGS)**

30/05/2021 - 30/12/2021

- Customer chat support
Project name : Etisalat UAE
- Support customer inquiries from chat
 - Handling more than one chat at time
 - Complete case follow up with clients
 - Arrange meetings to investigate what we need to improve and work more on

Skills

- Communication skills
- Computer skills
- Selling products skills
- Contract negotiation
- Calculate customer bills
- Increase customer lifetime values (CLV)

Achievements & Awards

- Communicate with many companies to invite them to Employment fair at faculty of commerce and faculty of engineering and tell them the benefits they will get if they attend
- Attend Employment fair as an organizer for the event at faculty of engineering and faculty of commerce
- Collect data about companies needs and students to match between them and reduce the gap between students and careers needs
- Introduce company to students at briefing sessions at university to tell them about what they should do to enter the careers world

Languages

- English (Reading, writing and speaking)
- Russian (Reading, writing and speaking)