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Mona Salah El-Tohamy

# **Objectives:**

 I would like to be a member of a team that will help in adding to my skills and I would like to be an addition to this team to enhance the team work spirit and to develop the efficiency of the task I’m assigned.

# **Education:**

## University: Alexandria

## Faculty: Arts

## Major: Social Department

## Grade: Good

## Graduation year: 2007

# **Experience:**

* College Admissions Call Center at **Pharos University** from 2018 until now.
* Provide accurate and helpful information to students and the community via telephone as well as written and electronic communications to address student needs.
* Maintain the required knowledge about Admissions, Financial Aid, Registration, Records, Cashier, Testing and Academic Advising processes, as well as a basic understanding of other departments and areas around campus in order to serve as a primary campus resource for current and potential students.
* Administrative Coordinator in EDU Egypt program at **Information Technology Institute (ITI)**from October 2008 to April 2016.
* Handling of documentary work
* Data entry tasks using electronic systems and databases.
* Managing time tables and schedules for clients.
* Customer services over the phone.

# **Skills:**

# **Computer Skills:**

## Advanced user of Windows (XP, Vista and Seven)

## Advanced user of full MS Office package (Microsoft Office 2007)

## Ability to browse and surf the internet.

## Fast typist.

# **Languages:**

* Arabic : Native Language
* English :Good (written/Speaking)

# **Personal Skills:**

* Fast learner.
* Motivated and able to work under pressure.
* Ability to solve problems.
* Ability to work with a team.

# **Personal information:**

## Date of Birth: 5/5/1986.

# **Certificates:**

* ICDL **(International Computer Driving License).**

# **Interests:**

* Reading, Internet surfing, Using computers and Traveling.