

# KHOLOUD FOUAD MOHAMED SALAM

Hadayek elqobba  
01094114146 | kholoudfouad878@yahoo.com

## Objective

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

## Experience

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- **Banque misr** 2018 -  
Customer service and Teller Trainee  
\*Getting into the field of banking  
\*Applying Data of customers on the computer  
\*Responding to customer inquiries  
\*troubleshooting tech problems  
\*Training for handling complaints to building strategies for improving the overall customer experience and fostering loyalty  
\*Learning Recording transactions, which involves logging checks and preparing transaction reports
- **Redcon Construction** 2021 - 2021  
Office manager  
\*Overseeing general office operation.  
\*Greeting visitors, answering a high-volume of incoming phone calls and delivering world-class service to our customers.  
\*Coordinating appointments and meetings and managing staff calendars and schedules.  
\*Supervising, mentoring, training, and coaching our office staff and delegating assignments to ensure maximum productivity.  
\*Coordinating domestic and international travel, including flight, hotel, and car rental reservations.  
\*Purchasing office supplies and equipment and maintaining proper stock levels.  
\*Producing reports, composing correspondence, and drafting new contracts.  
\*Creating presentations and other management-level reports.

## Education

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- **Ain shams University** 2019  
Bachelor degree of business (Accounting major)  
Good

## Skills

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- Hard worker
- Ambitious
- Working under pressure
- Passion for excellence
- Microsoft office skills

## Languages

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- English
- French
- Arabic