

# FATMA EMAD ABDELGHANY

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## PROFESSIONAL SUMMARY

Organized and detail-oriented individual with 4 years of experience in online sales and moderation. Skilled in working collaboratively within team projects, with a strong foundation in web development (HTML, CSS) and problem-solving. Graduated with a degree in Management Information Systems from Alexandria University (2025).

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## EDUCATION & ACADEMIC PROJECTS

Bachelor of Commerce - Management Information Systems  
Alexandria University | Graduated: 2025 | Grade: Very Good

Graduation Project – Startup Matching Website

- Developed a responsive front-end using HTML, CSS, and JavaScript.
- Collaborated with a team to create a platform linking startups with investors.
- Gained experience in teamwork, deadlines, and real-world web design.

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## WORK EXPERIENCE

Moderator - Online Platforms  
Freelance | 2019–2025

- Responded professionally to customer inquiries and resolved complaints efficiently.
- Ensured adherence to community guidelines and maintained user engagement.
- Built strong communication skills through daily interaction with diverse clients.

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## TECHNICAL SKILLS

- Basic Front-end Web Development (HTML, CSS, JavaScript)
  - Microsoft Office
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## **SOFT SKILLS**

- Communication
- Teamwork
- Problem-solving
- Time management
- Adaptability under pressure

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## **TRAINING AND CERTIFICATIONS**

### Digital Business Training – HSBC Bank

- Covered fundamentals of digital transformation, customer-centric strategy, and innovation in business.
- Gained insight into global business operations and digital financial services.
- Participated in hands-on workshops and case studies related to digital platforms and user behavior.

### ICDL Certificate – International Computer Driving License

- Obtained an officially certified ICDL course.
- Gained practical skills in Microsoft Office (Word, Excel, PowerPoint) and essential computer concepts.
- Covered modules including IT Security, Internet usage, and file management.

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## **LANGUAGES**

- Arabic: Native
- English: Intermediate (currently improving towards B2 level)