



Silvana hany

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Career Objective:

Seeking an upright opportunity that enhances my skills and qualifications in terms of experience improvement and augmentation.

1- Work Experience :

- works as sales & opration at sea born egypt for shipping from 1/9/2017 to 15/11/2018

Answer telephones and give information to callers, take messages, or transfer calls to appropriate individuals.

Greet callers, handle their inquiries, and direct them to the appropriate persons according to their needs.

Resolving customer issues to their overall satisfaction

Maintain daily record of all transactions and generate reports and make requests

contact with shipping line by mail & phone calls

direct contact with customers and make a great deals with them

- *works as English teacher at virgin mary nursery from 2014 to 2018*

Ordering and maintaining art supplies and equipment.

Decorating hallways and entrance.

Motivate and stimulate a child's learning abilities, often encouraging learning through experience.

Support all staff, nursery assistants, students and volunteers.

Develop and maintain strong partnerships and communication with parents to facilitate day-to-day caring.

To be involved in out of working hours activities, e.g. training, monthly staff meetings, summer events, etc

To keep completely confidential any information regarding the children, their families or other staff that is acquired as part of the job.

Observe, assess and record each child's progress

Encourage mathematical and creative development through stories, songs, games, drawing and imaginative play

2- Education :

- B.A. degree, faculty of Arts, Society DEP. Alexandria University (2010)
- Franciscan Sisters School Alexandria
- Hoda Shaarawy School Alexandria

3- Training Courses

- English course at Arab Academy for Science Technology & Maritime Transport (AASTMT) (LEVEL 8 - 10)
- ICDL course at Arab Academy for Science Technology & Maritime Transport (AASTMT)

4- Language skills :

- Arabic : Mother tongue very good (computer typing)
- English : Excellent reading and written spoken & typing

5- Computer skills :

- **Excellent** commands of MCs package (Word, Excel, Powerpoint and Outlook).
- **Excellent** commands of Internet skills and typing skills.

6- Personal Qualifications:

- Adapted to different working environment with good communication skills.
- Self-motivated, hard worker, fast learner, teamwork oriented.
- Accuracy and attention to detail

7- Hobbies & activities

- Reading
- Learning languages

8- Personal information

- Address : 4 Iskandar Ibrahim St, Miami- Alexandria, Egypt
- Date of birth: 04/06/1988
- Nationality : Egyptian
- Religion : Christian

- Marital status : Single

References Available upon request.

Thank You