





Esraa Essam Eldin Atia

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Education

2016- to 2020

Bachelor: Oriental Languages “Turkish “Department Faculty of Arts –Alexandria

Languages

Arabic: Mother tongue

English: Very Good

Turkish: Good

Deutsch: Beginner

Software

MSO

Outlook

HTML,CSS

JavaScript: basics

Wordpress

Designing

Canva

A. Photoshop: Intermediate

A. Illustrator: basics

Courses:

- Subtitling
- Digital Marketing Strategy (via Coursera)
- SEO
- Using social media tools : Buffer ,Tailwind
- Digital Marketing Diploma (via Easy-t):
“Social media platforms (Facebook ,Instagram , youtube ,google,tiktok,snapchat)
-e mail marketing, Copy Writing”
- Canva to Create social media visuals for business (via Coursera)

Hobbies:

- Reading Books and novels
- Drawing
- Learning New languages
- Subtitling short movies \ videos on social media platforms.

Skills:

Research

Fast learner, Ambition

Time management

Problem-solving

Strategic Planning

Multitasker

Work History

-Administration Assistant

Deluxe for Investments (2 years 2021-2023)

1. Head Office Manger

- Operation of the office
- Responsible about all documents related to Food Export Council
- Ability to effectively communicate via phone and email
- Organize and schedule appointments and meetings.
- Produce and distribute correspondences memos, letters, faxes, and forms.
- Handle multiple projects.
- Assist in the preparation of regular scheduled reports.
- Arranging travel and visa papers for exhibitions such as Anuga and Sial, Gulf food, food Africa.
- Book conference calls, rooms, taxis, couriers, hotels, etc.

2. Marketing Manager

- Moderator for social media platforms (Facebook, LinkedIn, Instagram).
- E-mail marketing
- Graphic Designer. (Social media & printing designs)

3. Following with IT Department

- Website Content Management (WordPress)
- Updating company website

-Social Media Manager

Vanity Lounge, Alexandria
2021-01 - 2021-06

- Offered friendly and efficient service to all customers, handled challenging situations with ease.
- Assisted customers in average by answering questions, responding to inquiries and handling telephone requests.
- Moderator on social media Facebook, Instagram, WhatsApp.

Personal Assistant Manager

HLB Business Consultancy (Marketing Agency), Alexandria
2018-09 - 2020-04

- Oversaw computer database and physical filling system.
- Completed inventory purchases and oversaw restocking.

-Assistant General Manager

Opa Restaurant, Alexandria

2019-10 - 2020-04

- Consulted with managers to organize special events and promotions such as trivia nights to bring in new customers.
- Oversaw grill, stove and oven and cleaned all equipment after every shift.
- Properly handled and stored food to eliminate illness and prevent cross-contamination.
- Oversaw kitchen operations for and locations.
- Planned promotional menu additions based on seasonal pricing and product availability.
- Hired, trained and managed all kitchen staff, including employee development, issuing disciplinary action and conducting performance reviews.
- Handled calls per to address customer inquiries and concerns.
- Consulted with managers to organize special events and promotions such as trivia nights to bring in new customers
- Quickly learned new skills and applied them to daily tasks, improving efficiency and productivity.
- Identified issues, analyzed information and provided solutions to problems.
- Managed team of employees, overseeing hiring, training, and professional growth of employees.
- Worked flexible hours; night, weekend, and holiday shifts.
- Collected and verified directory information, including telephone numbers, addresses

