

Yassmine A. Ghanem

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Personal Information

Date of Birth: **July 29th,1998.**

Nationality: **Egyptian.**

Marital Status: **Single.**

Education

2016 - 2020 Faculty of commerce, Ain Shams University

Work Experience

Nov. 2019 – Present

Senior Call Center

Cutis "The Skin Clinic"

Responsibilities:

Responsible about overall performance of The Call Center

- * Complaints Handling
- * Daily, weekly & monthly reports
- * Team's performance evaluation
- * Handling replacement & emergencies
- * Calls Monitoring
- * Revisions for Reservations & comparing it with the actual schedule
- * Socialmedia Moderation

OBJECTIVE

- Great desire to develop myself and this is within courses, practice and experience I will gain from working in private sector
- Great desire to work in private sector including companies and Establishments as this goes with my nature and ambitions.

Communication And Administration skills

- Flexible in accepting any changes
- Willing to learn any new system very quickly
- Have the ability to concentrate on task over a period of time with being distracted
- Maintain good public relations

Maintain a positive attitude with team or unit

Summary of Skills:

- **Personal Skills**

- Organizer
- Self Motivated
- Good communications and leadership skills
- Ability to learn
- Good listener

- **Language Skills**

Arabic: Native Language

English: V.good

- **Computer Skills**

Excellent Internet user

MS Office (Word-Excel-Power point-Outlook-Project)

Excellent in the use of MS Windows

Interests:

- Music
- Acting
- Travelling
- Photography