

Haidy Nagy Kalliny

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Objective

Seeking a full time position in a leading institution in the field of sales or customer service, where my skills can be utilized, maximized and employed for the growth of the organization.

Education

Assiut University

Bachelor of Commerce, English Section, Accounting Major

Graduated: June 2011

Grade: Good

Salam Language School (SLS)

Graduated: June 2007

Experience

Secretary at a community service association, 2016 – 2018

- Made phone calls to market the offered courses of the association.
- Did administrative work for the offered courses including
 - Arranging the courses sessions
 - Making a list of participants and their contact information and communicating with them when necessary
 - Collecting participation fees
 - Collecting course evaluation surveys and processing the data to report to the management

Sales Representative at New Pyramids Company, 2015 – 2016

- Managed the drug stock sales.
- Received pharmacies' orders through phone calls.

Secretary at International British Institute (IBI), September 2013 - February 2014

- Handled the manager's e-mail and phone calls.
- Answered the customers' inquiries about the offered courses.

Accountant at El-Hayaa Hospital, March 2012 – September 2013

- Prepared, reviewed and corrected accounting entries.
- Generated financial reports.

Sales Representative Intern at ACE Life Insurance Company, January 2012

- Assisted in selling life insurance policies to potential clients.
- Helped customers choose the most suitable insurance policy.
- Kept the management informed by submitting results reports.

Intern at Barclays Egypt Bank (Assiut Branch), July 2009 – September 2009

- Joined both the customer service and operations departments.
- Learned how to manage upset customers, conflicts and challenging situations.
- Assisted in delivering customer service and receiving calls.
- Understood all activities in regards to opening new corporate accounts.

Career Related Courses

- Computerized Accounting Course at Assiut University, January 2013.
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Languages

- Fluent Arabic, spoken and written (mother tongue).
- Fluent English, spoken and written.
- Fair command of French.

Skills

Computer Skills

- Excellent computer user in Windows environment.
- Experienced user of Microsoft Office applications like: Word, Power Point and Excel.
- Good internet user.

Soft Skills

- Good communication, time management and problem solving skills.
 - Excellent team player.
 - Maintain good standards of accuracy.
 - Accept challenges and have ability to work under pressure.
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References Furnished Upon Request