



Toqa Mohammed Elnagar

Portsaid , Port Fouad
01206828217 | toqaelnagar44@gmail.com

in <https://www.linkedin.com/in/toqa-elnagar>

PERSONAL DETAILS

Date of Birth : 4/4/1997

Nationality : Egyptian

EXPERIENCE

2023 - 2024

Basata app

Production manager

My job responsibilities involve overseeing the application operations related to orders, managing employees in the data entry department, call center, delivery representatives, and contract department.

2020 - 2023

Basata app

Data entry specialist

- Entering Store Products on Excel Sheets: include Inputting product details onto Excel spreadsheets and Ensuring accuracy and completeness of data.
- Editing Product Images in Adobe Photoshop: include Enhancing product images using Adobe Photoshop, Adjusting colors, cropping, and optimizing for display.
- Uploading Products to the Application System: include Adding products to the app's dedicated system, Verifying product information and availability, Managing product categories (e.g., creating, updating, or reorganizing).

2022 - 2024

خبراء للتسويق الالكتروني

Customer service

Communicating and Responding to Customer Queries: include

- Addressing customer inquiries related to marketing packages.
- Coordinating with the marketing, photography, and design departments.
- Determining customer reception schedules at the company and welcoming them to present marketing proposals and offers tailored to their needs

2022 - 2022

Elmohandes insurance company

Insurance officer

Communicating and Responding to Customer Queries: include

- Addressing customer inquiries related to purchasing insurance policies.
- Verifying customers' eligibility for purchase and coverage conditions.
- Continuously monitoring the insurance status with the customer after purchase.
- Notifying customers of any modifications to insurance policies.

Additional Responsibilities for Insurance Sales: include

- Designing effective marketing strategies to sell new insurance policies or modify existing ones.
- Engaging with potential customers, building strong relationships, and using various marketing channels.
- Assessing the preferences and requirements of the target audience (individuals or businesses) to sell appropriate protection plans.

2020 - 2021

Mega laboratory

Receptionist

- Greet customers and provide excellent service to ensure their satisfaction.
- Accurately and efficiently input test results into the laboratory system.
- Collaborate with specialized doctors to ensure the completion of tests and the quality of results.
- Professionally print and prepare test reports for customer delivery.

- Efficiently prepare and organize income and expense records.
- Accurately prepare and format payroll and penalty sheets.
- Schedule and coordinate appointments to ensure smooth operations.
- Conduct internal and external marketing for the laboratory to enhance market presence.
- Enhance customer experience through effective reception and professional welcome.
- Facilitate test delivery by accurately inputting data into the laboratory system."

2018 - 2019

Printing and photocopying office

Secretary

- Welcome clients to the office and efficiently coordinate their requests.
- Manage and organize payroll checks and incentives with precision and effectiveness.
- Arrange daily tasks for employees using SheetWord to ensure smooth workflow.
- Create innovative and engaging presentation slides for meetings.
- Receive graphic designs and seamlessly relay them to management.
- Efficiently organize work schedules and appointments for clients in the office.
- Facilitate customer experience by organizing and efficiently handling orders.
- Precisely coordinate payroll checks and incentives to ensure employee satisfaction.
- Manage daily tasks for employees in SheetWord to enhance productivity.
- Design impactful presentations that promote effective communication during meetings.

EDUCATION

- **Faculty of Geography**

2019

Alazhar university

Good

COURSES

- **English elementary stage**

AIA california academy

Score : very good

Year : 2016

- **Intel programs**

Intel Education center

Score : very good

Year : 2016

- **English course**

NIEC NATIONAL INSTITUTE for the exchange of cultures

Score : very good

Year : 2021

- **Icdl**

NIEC NATIONAL INSTITUTE for the exchange of cultures

Score : Excellent

Year : 2021

- **Hr Course**

King Abdul-Aziz university

Score : Excellent

Year : 2021

- **Hr human resources diploma**

Yes Consulting And Talent Development

Score : Excellent

Year : 2022

- **Graphic design professional diploma**

Roya trainig center

Score : Excellent

Year : 2024

SKILLS

- Able To Multitask
 - Attention To Detail
 - Communication skills
 - Numercy Skills
 - Abole To Prioritize
 - Time Management
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HARD SKILLS

- Business Administration
 - Emoyee Records
 - Management Of Employee Data
 - Microsoft Office
 - Adope programs
 - Payroll Software
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LANGUAGES

- Arabic
- English