## Nada Moustafa Elsherif Address: Alexandria, Egypt Mobile: +201203545676

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# Education

Sept. 2017 – June 2022 Faculty of Al-Alsun Ain Shams university

Russian and English departments.

Cairo,Egypt

Sept. 2005 – June 2016

Egyptian English Language School

## Employment History

* September 2021- June 2022 customer service representative at Teleperformance Egypt.
* Responsibilities

Travel agent

* + Helping clients plan and book their travel arrangements.
  + Use a variety of instructional strategies to provide equity and excellence

* + Handling reservations and payments.
* November 2022— October 2023

Customer service specialist at Sutherland global services.

Responsibilities - Support team with delivering exceptional client work.

* + Building successful E-mail marketing campaigns
  + Attend and actively contribute to brainstorming ideas sessions.

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**Certifications**

* **Cultural and social activities**

Enactus Egypt Ain Shams.

## Skill Set Summary

Planning and research

 Detail oriented



Time management Communication skills Adaptability and Flexibility

## Languages

Arabic (Native)

English (Fluent)

Russian (intermediate)

French (beginner)

## Personal Information

Nationality Egyptian



Date of birth*.* November 25,1997

marital status Single

**References available upon request**