**Esraa Hisham Hussein Ramadan**

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**Objective**

I am a currently working as a Logistics Coordinator who is passionate and having the ability to work under pressure and meet deadlines while maintaining an excellent quality of work. Through my previous experience, I was able to develop skills that allow me to build relationships with teams by managing the expectations and ensuring all tasks are fulfilled.

**Experience**

**Logistics Coordinator**

* Sigma Petrochemicals company **-** Alexandria, Egyptfrom 1/02/2023 –

**Customer Success Intern**

* Lamasatech company **-** Alexandria, Egyptfrom 14/2/2022 – 30/9/2022

**English / Arabic Customer Service Agent**

Sutherland - Alexandria, Egypt from 3/11/2021 – 30/12/2021

* AFG toyota automotive (Al Futtaim group) account for Al futtaim toyota and Lexus cars brand

**Digital Marketing Scholarship**

Modern Marketing Academy (MMA), Alexandria from 24/8/2021 – 14/10/2021

**Digital Marketing Apprenticeship** **Online**

Arab academy for science, Technology and Maritime, Alexandria, Egypt from 15/8/2020 – 30/8/2020.

* Learning about engagement and digital marketing and how to start social media concerning facebook pages.

**Banking Apprenticeship Online**

 Banker's Lounge academy from 25/6/2020 – 12/7/2020.

* Learning about banking system and other different fields of business, like: English, economy and ICDL.

**Student Trainee**

Internship at QNB Al Ahli (Sultan Hussein Branch) from 18/8/2019 – 18/9/2019.

* Maintained high levels of efficiency during training by taking detailed notes and asking questions.
* Helping in data entry for spreadsheets using Microsoft Excel for debit cards either terminating some or new entry for cards.
* Sorted and organized materials such as physical files, tracking spreadsheets and helping the trainer under supervision.

**Student Intern**

Internship at Egyptian Petrochemicals Company from 16/6/2019 – 27/6/2019 .

**Education**

**2017 – 2021**

Bachelor's degree in Business Administration –English section-, Arab Academy for science and Technology and Maritime.

 GPA : 3.81 (Excellent degree with honors).

**2002 – 2017**

El Nasr Girls College Senior degree ( literature Department).

**Skills**

* Team collaboration (Excellent).
* Outstanding typing skills (Excellent).
* Microsoft Word (Excellent).
* Microsoft Excel (Excellent).
* Microsoft Powerpoint (Very Good).

**Interests**

Learning foreign languages, social media, watching movies and travelling

**Certifications**

CBE diploma from Banker's lounge academy (Completing the diploma of banking and economy).

**Courses**

International shipping & Business logistics - EAAC training center from 8/07/2023 to 14/10/2023

**Languages**

Arabic (Native) and English (Fluent).