**

Eman Ghanem abd-eLaal
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Objective

To use my skills in the best way to achieve the company’s mission, vision and goals adding a very good value to business

PersonalProfile

* **Birth Date**: 27 July 1990 **Religion :** Muslim
* **Marital Status**: Married **Nationality**: Egyptian

Qualifications&Achievements

* Experience in inbound & outbound customer service and sales.
* Good client care skills.
* Good interpersonal communication skills.
* Fair working knowledge of English language.

Education

* **Grade achieved :** Faculty of Low – Cairo University **\_2012.**
* **Diploma :** administrative law from Cairo University.

**Training & Courses**

- Intel Teach Program

- ICDL Training (Windows- Word- Excel- Access- Power Point- Net- IT)

- English Language Diploma(General Course)

- Leadership skills for supervisors at The Arab Academy For Management Banking and Financial Science

**Work Experience**

* Worked in a senior Lower Office specialized in the commercial law in Cairo from 2012 to 2014
* Worked telesales in Vodafone for months
* Worked sales –insurance planner in gig المصرية للتأمين التكافلي حياه from 2014 to 2017
* Worked sales consultant in Oscar misr for real estate from 2016 to 2017
* Worked a Supervisor sales operations in Premium Card from 2017 till 2022



**Skills**

**Technical**

* Good command of computer skills (Windows XP & Windows 7 Operating System)
* Good command of MS Office 2007 - 2010 (Word – Outlook – Excel – Power Point)
* Very Good deal with Internet Tools and Applications.

**Interpersonal**

* Well-presented, enthusiastic, creative, active and dynamic.
* Very patient and Able to work under stress and pressure
* Organized , detailed and business oriented

**Language Skills**

* Fair command of written and spoken English language.

**Hobbies and Interests**

* Reading history books
* Watching USA movies and TV Series

Refrences

All references are available upon your request.