



Esraa Afifi Abd-Elaziz

Seeking a challenging career with a Progressive organization
That Provides an opportunity to contribute relevant experience,
education background and personal skills to my working field.

CONTACT



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Address:

Al-Marg , Cairo, Egypt

PROFILE

- **Marital Status**
Single
- **Nationality**
Egyptian.
- **Date of birth**
Mar/02/1990
- **Religion**
Muslim

SOFT SKILLS

- Effective Communication.
- Self-Awareness.
- Teamwork.
- Time management.
- Accountability.

LANGUAGES SKILLS

- **Arabic**
Native
- **English**
B1

COMPUTER SKILLS

- Word.
- Excel.
- PowerPoint.

COURSES

- ICDL Course
- English Course.

WORK EXPERIENCE

Customer Service | Al-Arabia Group for trading & Invesment
Feb 2022 - 2023

Responsibilities

- Quality Officer & complaints.
- Answering questions about a company's products or services.
- Resolving issues and troubleshooting technical problems.
- Handling customer complaints.

Back Office | Toshiba El-Araby
2021 - 2022

Responsibilities

- Assisting and coordinating with the sales team.
- Assisting the Front Office team.
- Assisting and supporting management.

Secretary & Data Entry | Private School
2016 - 2019

Responsibilities

- answering calls, taking messages and handling correspondence.
- Welcoming visitors and clients.
- Responding to emails.
- Printing and copying documents as needed.
- Entering and updating information into relevant databases.
- Ensuring data is backed up.
- Creating accurate spreadsheets.
- Gathering invoices, statements, reports, personal details, documents and information from employees, other departments and clients.

Call Center | Vodafone company
2015 - 2016

Responsibilities

- Answering or making calls to clients to learn about and address their needs, complaints, or other issues with products or services.

Students Affairs Officer | Vodafone company
Sep 2013 - Sep 2015

Responsibilities

- Coordinates and administers student support to enrolled and prospective students, such as course registration, graduation processing, petitioning, withdrawals, program documentation, computer accounts, information sessions, receptions, and student orientations.

EDUCATION

- Bachelor's degree of social service.
- Higher Institute For social service | Nasr City.
- With a grade average of "Acceptable."
- Year of graduation "May 2013".