

**Aya Mohamed Ryad**  
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## CAREER OBJECTIVES

To obtain a position that will allow me to further develop my skills and knowledge while making a meaningful contribution to the organization's goals.

## PERSONAL INFO

**Social Status:** Married  
**Birth Date:** Aug 1997  
**Address:** 6 October - Giza

## EDUCATION

**Bachelor of Commerce**  
**Faculty of Commerce, Higher Institute of Cooperative and Administrations**  
Accounting and business administration major  
Graduation Year: 2020

## RELATED COURSES

**Learn How to Learn Course**" Almentor (online), Aug 2023  
**Work Ethics Course**" Almentor (online), Aug 2023  
**Mastering Effective Communication skills Course**" Almentor (online), Aug 2023  
**Time Management & Organization skills Course**" Almentor (online), Sep 2023  
**Microsoft Excel for beginner Course**" Almentor (online), Sep 2023  
**Customer Service Excellence Course**" Almentor (online), Sep 2023  
**The 7 Communication Sins Course**" Almentor (online), Sep 2023  
**Energy management Course**" Almentor (online), Sep 2023

## Work Experience

**Call Center Representative at Al-Quds Company:** from 2016 to 2017  
**Internal sales representative at Tiba for medical supplies:** from 2017 to 2020  
**Data Entry at Tiba for medical supplies:** 2020  
**Customer Service specialist at Alfagalla company:** from 2020 until now

## COMPUTER SKILLS

**Good Command** at Microsoft Office

**Very Good** at the use of internet, Search engines

## LANGUAGE SKILLS

**Arabic language:** Mother tongue

**English language: Good**

(Writing, Reading, and Speaking)

## PERSONAL SKILLS

Leadership Skills

Negotiation Skills

Great communication skills

Ability to work individually and in a team

Problem solving skills

Self-motivated

Highly organized, Enthusiastic, Helpful

Ability to learn quickly

Handling of angry customer

Problem solving skills