**HEBA ALLAH ALAA ELDEEN MAHMOUD ATIA**

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**Objective**

*“*To obtain a challenging position in a growth -oriented reputable company requiring expertise in handling customers, proven track record in driving direct profits for the organization, extending customer bases and exceptional communication skills.”

**Education**

2008-2012 BSc. Commerce "English section" Alexandria University.

Major: Accounting.

Fourth year grade: excellent.

General grade:good (77.6%).

GPA: 3.104 / 4

2005-2008 High school: Huda sharaawy school.

Title of qualification: thanwaya amma, math section.

Grade: 90%

**Courses and certificates**

January, 2013: English course at American culture association (ACA)

December, 2012: Soft skills course at IBS.

January, 2012: ICDL certificate.

December, 2011: TOEFL certificate.

Register for:

* Banking course at Egyptian Banking Institute(EBI) that includes learning:
* Explain the development of banking sector.
* The concept and definition of customer service.
* Types of bank accounts and deposits.
* Legal aspects of commercial papers.
* Apply analysis of credit and finance.
* Explain foreign trade operations.
* Various operations of retail banking.
* Writing CV and passing professional interviews.

**Training experience**

August, 2011**:** Summer training at “QNB”, customer service department (Rushdie branch, Alexandria)

2013-2014: worked at “Dar Makka El Mokrama” for printing.

**Skills**

**Computer skills:**

* Very good working knowledge of internet surfing, MS windows and MS office (word, PowerPoint, windows and excel)
* Arabic typing: very good
* English typing: excellent

**Language skills:**

* Arabic: Native language
* English: very good command of both spoken and written English
* French: fair

**Personal skills:**

* Soft skills: “Professional presentation skills”, “communication skills”
* Working under pressure and in team work
* Time management skills
* Leadership skills
* Discipline and flexibility

**Extracurricular activities and hobbies**

Activities:

Volunteer in collecting clothes for the needy at resala foundation .

Hobbies:

Swimming, drawing, music listening, watching movies, travelling.

**Personal data**

* **Date of birth**: 1st October, 1991
* **Marital status:** married
* **Nationality:** Egyptian
* **Gender:** female

**REFERENCES FURNISHED UPON REQUEST**