



Nada Nasser Mostafa

Address: Hadayaa El Ahram Giza, Egypt

Mobile: 01063489162

Email: Noodynasser2021@gmail.com

Date of birth: 1/9/1995

CAREER OBJECTIVE

To obtain challenging, creative and responsible position on the field of Accounting in distinct organization, Where I can utilize and enhance my technical knowledge, experience, analytical and interpersonal abilities.

EDUCATION

(2013 – 2017)

Bachelor degree of language and translation – October 6 University

Grade Overall : (Good)

WORK EXPERIENCE

(Dec-2019 / Till now)

Public Relation Specialist at Egypt Air Airline"

Responsibilities:

- Meet & assist all VIP passengers in different fields and finishing their procedures to the fullest.
- promptly resolve passenger problems queries and ensure that all passenger satisfied,
- Participation in international conferences and events organized by Egypt Air and hosted by Egypt and other international and regional conferences in coordination with the concerned authorities.

(Dec-2018 / Nov-2019)

English teacher at "Smart City International School"

Responsibilities:

- Co Teacher
- Teacher English For American Accent

(Sep-2017 / Aug-2018)

Customer service at Vodafone UK

Responsibilities:

- Handling British Customers Over the phone
- The main purpose is to facilitate and provide a Vodafone global customer experience standard
- Communicate positively with all involved parties in order to facilitate customer's reception of the expected distinguished service.
- Help Customer's pay bills.
- Solve Customer's technical issues.

TRAINING COURSES

✓ **International Computer Driving License (ICDL)"**

-From: Yat Center

Jul.2018

✓ **Nile TESOL AUC Conference"**

Jan.2018

✓ **Workshop in Human Resource (HR)"**

- From : October 6 University

Oct.2016

✓ **English Translation Course"**

- | | |
|--|----------------|
| - From : Cairo University | Aug - Sep.2016 |
| ✓ COURSE TEFL (Teaching English as a Foreign Language)" | |
| - From : Cairo University | Jul - Sep.2016 |
| ✓ English Conversation Course" | |
| - From : First Training Academy | Jul - Sep.2015 |

PROFESSIONAL SKILLS

1.LANGAUGES

- Arabic:** Native Language.
- English:** Excellent
- French:** Good

2.COMPUTER SKILLS

- Excellent knowledge of Microsoft Office Suite (word, excel, power point etc.).
- Well versed in using Outlook and Email.
- Knowledge of databases and spreadsheets.
- Well versed in using social media channels
- Excellent knowledge of amadeus system

3.PERSONAL SKILLS

- ✓ **Communication Skills :**
Listening, Learning, Friendliness, Confidence, Empathy, Open mindedness, Feedback and Right timing.
- ✓ **Organizational / Managerial Skills :**
Time management, Goal setting, handling details, Planning, Team building and working under Pressure.

REFERENCES

References Available Upon Request