**Dina Essam Mohamed**

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# SUMMARY

As a Human Resources Diploma graduate with 3 months of practical experience, I'm eager to contribute effectively to a dynamic and supportive work environment. I'm passionate about human capital development and improving workplace culture, and I possess a strong ability to adapt and learn quickly.

# EDUCATION

**Bachelor of management science** | THEBAS ACADEMY FOR COMPUTER AND ADMINISTRATIVE SCIENCES

 **Major:** Information System

**GRADE:** Fair

**Year:** 2017/2018

**EXPERIENCE**

* HR. In a real estate company ( from January till now 2025

"Responsible for overseeing employee appointments and engagement, I strive to motivate them in their work and diligently address any challenges they encounter. I conduct interviews for prospective employees to assess their qualifications for the position. Additionally, I am tasked with maintaining comprehensive employee records."

* Owner of the forum Dounia of creativity ( from January 2020 till now )

Bringing participants to the exhibition with unique and talented artworks from all age groups, inviting guests of honor such as doctors and professors in the field of fine arts to inaugurate the exhibition, and involving media and press for comprehensive coverage. I honor them with certificates of appreciation for their artistic contributions

* Customer service representative: ( from December 2018 to septemper 2019)

Respond to customer inquiries and provide technical support for products and services. -Troubleshoot and resolve customer complaints in a timely manner. -Maintain customer records and document customer interactions. -Evaluate customer feedback and recommend changes to improve customer satisfaction.

# KEY SKILLS

* Excellent Microsoft office
* Creative
* Talented
* Thinking outside the box
* Internet browser
* Expert in Basic use of computer
* Teamwork
* Time management
* Problem solving skills
* Adaptability and Flexibility
* Helpful
* presentation skills
* self-motivation

**Courses**

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* I Taked HR Diploma (Human Resources)

In Zadni Academy

# LANGUAGE

* Arabic | Mother Tongue
* English | Good command of both written and spoken English.

# REFERENCES

Available upon request