

# Esraa Atef Fawzy

**Nationality :** Egyptian

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**location:** UEA (AbuDhabi)

## Professional Summary

"Bilingual Translator with a Bachelor's degree in Chinese Studies from Cairo University and a proven track record in customer service, sales, and project management. Skilled in Microsoft Office Suite (Word, Excel, PowerPoint) and fluent in Arabic, good at English, and Chinese. Known for effective client communication and process management, with a focus on enhancing customer satisfaction and driving team goals."

## Experience

**ARIS NAILS SALON | receptionist and translator | August 2024- November 2024**

Facilitated communication between clients and Chinese-speaking nail artists by providing on-the-spot translation services, ensuring clarity and satisfaction. Managed front desk operations, including scheduling appointments and handling a high volume of phone inquiries.

**TRANSLATOR AND PLANNING TEAM MEMBER | HONG COMPANY | October 2022 - July 2024**

Translated daily meetings between the team and stakeholders, ensuring clear communication, Translated high-priority emails

**Telesales | Fouly (Real Estate) July 2022 - October 2022**

Boosted customer retention by 15% through personalized follow-ups and tailored communication strategies. Conducted detailed consultations to understand client needs, successfully matching them with suitable properties, thereby enhancing client satisfaction and sales outcomes

**.Receptionist| Bella Venus Beauty Clinic| 2021 - 2022**

Managed all front desk communications, efficiently handling a lot of phone calls and emails weekly, ensuring patient queries were addressed promptly. Supported patients in completing medical forms accurately.

**Assistant Manager and Receptionist| Lamasatt Art Gallery| 2020 - 2021**

Oversaw the scheduling of weekly exhibitions, coordinating with artists and visitors to ensure successful event execution. Handled artwork sales and client interactions, contributing to a 20% increase in gallery revenue through excellent customer service and effective presentation of pieces.

## Personal Skills

Strong task management and problem-solving skills.-Quick learner with the ability to adapt to new situations.-Capable of working independently or as part of a team.-Excellent communication and interpersonal skills.

## Technical Skills

Proficient in Microsoft Office Suite (Excel, Word).

## Education

BACHELOR OF ARTS IN CHINESE DEPARTMENT | CAIRO UNIVERSITY | GRADUATED: 2022

ACHIEVED HSK LEVEL 5 IN CHINESE PROFICIENCY, DEMONSTRATING ADVANCED LANGUAGE SKILLS ESSENTIAL FOR TRANSLATION AND CROSS-CULTURAL COMMUNICATION.

## languages

Arabic: Native proficiency

English: Advanced proficiency (B2)

Chinese: Advanced proficiency (HSK Level 5)