

Curriculum Vitae

It's an honor for me to introduce this C.V. with my personal and professional data to apply for a position in your organization contributing in the development of your esteemed corporation.

Personal Information

Name : Lamia Ali Mohamed
Nationality : Egyptian
Date of Birth : 21/3/1992
Place of Birth : Cairo
Sex : Female
Marital Status : Single

Contact Details

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Objective

Work in a challenging environment in a business company or organization in the Computer & network field, maintenance, sales, fundraising or training where I can utilize my capabilities to advance in my career.

I am self-motivated, ambitious and eager to learn. I am a responsible individual with strong communication skills and work ethics besides being creative, focused and highly determined. I am willing to take responsibility and work independently. At the same time, I can work well in teams.

Looking for both personal and professional growth makes me capable of working confidently under pressure. Being bilingual gives me the chance to function efficiently in both English and Arabic. My background and growing up experience has given me a deep insight in the culture and society together with a wider scope in the world of business.

Education

- University:

Bachelor's Degree of Management Information System - El Shorouk Academy (2015) .

- School:

Nabawya Mousa (2011).

Work Experience

Advanced Computer Technology (ACT): Customer Experience:

May 2018 – Till Now

- Use available resources efficiently to assess the customer's issue and recommend valid solutions
- Escalate unresolved issues to the appropriate Program Manager or supervisor
- Record details of each customer interaction and any actions taken
- Follow up on any customer issues requiring additional research
- Contact customers to refresh and update the database to create customer profile.
- Analyze how data is coming in and how it will need to be organized so that when it is needed it can easily be used.
- Record and store data properly.
- Determine how to store data that is recorded in such a way to used easily.
- Communicate with all internal stakeholders to review all data entry is accurate and sound.
- Sort and organize the data; both hard copy and electronic versions.
- Assist staff in data entry when required.

Orange: Customer Care team leader:

September 2015 – November 2017

- Provides daily direction and communication to employees so that customer service calls are answered in a timely, efficient, and knowledgeable manner.
- Provides continual evaluation of processes and procedures. Responsible for suggesting methods to improve area operations, efficiency, and service to both internal and external customers.
- Provides statistical and performance feedback and coaching on a regular basis to each team member.
- Writes and administers performance reviews for skill improvement.
- Is available for employees who experience work and/or personal problems providing appropriate coaching, counseling, direction, and resolution.
- Ensures employees have appropriate training and other resources to perform their jobs.
- Responds to and resolves employee relations issues expressed by team members.
- Addresses disciplinary and/or performance problems according to company policy.

- Assists the manager with daily operation of the call center to include the development, analyses and implementation of staffing, training, telemarketing, scheduling and reward/recognition programs.
- Shares continual responsibility for deciding how to manage the employees, ensuring calls are handled efficiently and effectively.

Go Gym: Aerobics instructor

December 2015 – December 2017

- Explain and enforce safety rules and regulations governing sports, recreational activities, and the use of exercise equipment.
- Offer alternatives during classes to accommodate different levels of fitness.
- Plan routines, choose appropriate music, and choose different movements for each set of muscles, depending on participants' capabilities and limitations.
- Observe participants and inform them of corrective measures necessary for skill improvement.
- Teach proper breathing techniques used during physical exertion.
- Instruct participants in maintaining exertion levels in order to maximize benefits from exercise routines.
- Teach and demonstrate use of gymnastic and training equipment such as trampolines and weights.
- Monitor participants' progress and adapt programs as needed.
- Evaluate individuals' abilities, needs, and physical conditions, and develop suitable training programs to meet any special requirements.
- Promote health clubs through membership sales, and record member information

Green Gym: Sales & Fitness Trainer

February 2014 – August 2015

- Generates sales through Company sponsored (walk-ins and TIs) and employee sponsored (outreach and promotions).
- Maintains accurate records of all Company-sponsored and employee-sponsored.
- Follows up on all prospects.
- Conducts telephone inquiries.
- Establish and maintain a minimum required referral program as defined by Green Gym standards.
- Provide the customers with pricing and promotion schedule.
- Maintains information on club history, background, philosophy, facilities, staff, and policies.

- Maintains a positive relationship with the rest of the staff. Supports other staff in achieving their goals
- Maintain a consistently high level of outbound call volumes with daily/weekly call expectations of 40/200

Training & other courses

- General English course from Shorouk Academy 2015.
- (A) Grade in the technical writing course from January 2014 in Shorouk Academy.
- Programming languages from [Egy Spark](#)
 - C# (Windows Application)
 - Java (SE)
 - Android Development

Computer Skills

Microsoft Office:

- Excel
- Word
- Power Point
- **Computer knowledge:** Windows, Ms. Office, Visual Basic for Applications, Visual studio 2008 & 2010, 2013 Visio, Ms. Project.

❖ Auto cad

- 2D
- 3D

❖ Drawing

❖ Internet

I have also sales and marketing acumen and by nature skills. I am very much interested to work as a business development and sales representative, willing and keen to contribute and learn from your expert teams.

Languages

Good Command of both Written & Spoken English & Arabic.

References furnished upon request