PROFILE

I am organized and detail oriented, work well under pressure and deadlines, enjoy working with a variety of people, and have a great attitude. I am looking for a creative, challenging, growth oriented position and would like the opportunity to learn more about your corporation. What you need and what I can do sounds like a match!

TECHNICAL SKILLS

Microsoft Office

Operating Systems

Reservations

Customer Support

Quantitative Research

Computer Skills

Presentation Skills

Analytical Skills

Database Management

Classter (Student Information

Montage Programs

Management Skills

HR Officer



UQA HAYTHAI

1995 June

+20 101 582 1817



Ain Shams

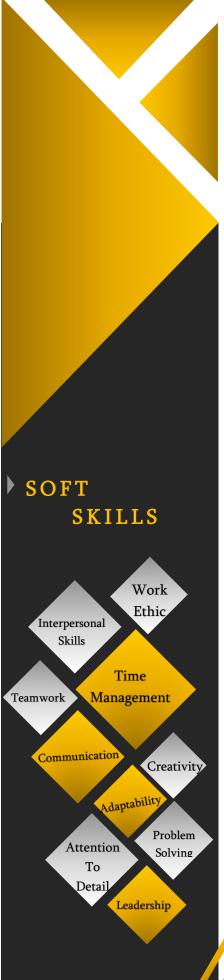
EXPERIENCE

ICT TEACHER & SYSTEM ADMIN - SEP. 2020 - PRESENT MANARET HELIOPOLIS LANGUAGE SCHOOL - CAIRO, EGYPT

- Organize, maintain and manage class systems in proper working condition.
- Design and develop appropriate computer instructional material.
- Manage and monitor student behavior.
- Initiate and implement systems, procedures and other student management issues.
- Develop and implement lesson plans and classroom activities in consistent with the student management issues.
- Conduct group training sessions.
- Coordinate and collaborate with lead teacher and instructional teachers.
- Develop expertise to train staffs on new technologies.
- Set up accounts and workstations.
- Determine and troubleshoot technology services for staffs.
- Install and configure software and hardware.
- Monitor performance and maintain systems according to requirements.
- Upgrade systems with new releases and models

TICKETING AGENT- 2018 - 2020 GOLDEN NILE TRAVEL SERVICES - CAIRO, EGYPT

- Scheduling flights based on customer needs and available flights, including checking weather conditions and making changes as needed.
- Communicating with customers to answer questions about tickets, pricing, or flight schedules.
- Entering customer information into a computer system to issue tickets or update records.
- Ticketing agent jobs that involves processing electronic ticketing requests for customers or agents over the phone.
- Explaining airport rules and procedures to passengers prior to boarding flights.
- Processing refunds for lost or damaged tickets or reservation errors.
- Explaining applicable fees and taxes for each ticket.
- Processing boarding passes and checking identification of passengers prior to allowing them to enter the airport terminal.
- Collecting payment from customers for airline tickets, including cash, credit card transactions or checks.



EXPERIENCE

OPERATION ADMINISTRATOR - 2016 - 2018 MELOUK GROUP- CAIRO, EGYPT

- Monitoring equipment and supplies levels to ensure that they are available when needed.
- Ensuring that all safety regulations are followed at all times.
- Communicating with staff regarding upcoming products or tasks that need to be completed.
- Managing projects and ensuring that deadlines are met by working with other departments to provide materials needed for completion.
- Reviewing employee performance to ensure that work is being completed effectively.
- Analyzing data from past operations to identify trends or opportunities for improvement.
- Supervising staff members to ensure that they are performing their duties in accordance with company policies.

MARKETING - 2014 - 2016 HAYAH COMPANY- CAIRO, EGYPT

- Building a network of contacts within community by initiating contact with potential clients and establishing personal relationships over time.
- Developing new products or services based on consumer.
- Training sales agents on how to sell products or services effectively.
- Negotiating contracts with clients based on company policies and procedures.
- Providing customer service to clients by answering questions about products or services provided by the company.

EDUCATION

MASTER'S "DIPLOMA" - 2021 - 2022 AIN SHAMS UNIVERSITY- CAIRO, EGYPT

Educational Diploma Grade: Very Good



Open education Bachelor of Arts, Major in Media Grade: Good









COURSES

DIGITAL MEDIA - 2020 **THE AMERICAN UNIVERSITY-** CAIRO, EGYPT

GALILEO PROFESSIONAL & DOCUMENT PRODUCTION - 2019 TRAVELPORT- CAIRO, EGYPT

EXCEL 2010 ADVANCED - 2018
ISI - ARMED FORCES - CAIRO, EGYPT

ICDL - 2017 AIN SHAMS UNIVERSITY - CAIRO, EGYPT

ENGLISH - 2017 MODLI- CAIRO, EGYPT

BUSINESS ADMINISTRATION - 2016 ONLINE

HUMAN RESOURCES - 2014 HAYAH COMPANY - CAIRO, EGYPT



- **ARABIC** (Native Language)
- **ENGLISH** (Good)
- **GERMAN** (Low Level)





PODCASTING









READING MARKTING

PHOTOS

REFERENCES

Mrs. Tayser Ahmed

(Supervisor – Manaret Heliopolis) +20 128 960 1708

Mr. Tarek Gamal

(Manager – Golden Nile) +20 112 548 1053

Mr. Nshat Ashry

(Manager – Melouk) +20 100 473 3517

Mr. Ahmed Tawfiq

(Team Leader – Hayah) +20 109 321 9000

