



# TOUQA HAYTHAM

June 14, 1995

## 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

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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.

## SOFT SKILLS



## EDUCATION

### MASTER'S "DIPLOMA" - 2021 - 2022

#### AIN SHAMS UNIVERSITY- CAIRO, EGYPT

Educational Diploma

Grade: Very Good

### BACHELOR DEGREE - 2014 - 2018

#### AIN SHAMS UNIVERSITY- CAIRO, EGYPT

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

## ► INTERESTS



TRAVEL



MUSIC



WRITING



ART



PODCASTING



YOGA



READING



MARKETING



PHOTOS

## ► LANGUAGE

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

## ► REFERENCES

**Mrs. Tayser Ahmed**  
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