

Sarah Ahmed Amin



•234 Hadyk Al-Harm , Harm, Giza

EDUCATION

- Bachelor of Art's , psychology department, Helwan university
- 2004 -2008

LANGUAGE & COMPUTER SKILLS

- Arabic: Mother Tongue.
- English: Very good writing, Reading and Speaking.
- Computer Skills: V. Good at (Word and Excel)

CERTIFICATION

- Bachelor of Art's.
- English Course from Armed'' Forces Institute of language''.
- Human Resource Course from "EgyCham"
- Mini MBA Course from "Egyptian Cultural Center" .
- Advanced Excel Course.

TRAINING

- Recruitment workshop .

PROFESSIONAL EXPERIENCE

*From sep2019till now office manager:-

At Nevada properties

•From oct2018 till sep2019 at concord real-estate as office manager

Tasks:

- *point person for maintenance, mailing, shipping,equipment,bills and errands.
- *organize and schedule meetings and appointments
- *partner with HR to maintain office policies.
- *organize office operations and procedures
- *coordinate with IT department on all office equipment
- *manage relationships with vandors,service providers and landlords, ensuring that all items are invoiced and paid on time.
- *Manage contract and price negotiations with office vendors, service providers and office lease.
- *provide general support to visitors.
- *responsible for creating PowerPoint slides and making presentations
- *responsible for recruiting staff for the office and providing orientation and training to new employees
- *Establish and monitor procedures for record keeping.
- *Manage internal staff relations.

• From Dec-2018to Oct-2018

Call center supervisor At Andalusia for "Medical Care "

- Tasks:

1. Upload Daily Tasks for agents.
2. Assign Daily Tasks for agents.
3. Weekly Achievements per BU.

4. Analysis on "Service not covered" on a weekly basis.
5. Analysis on "Comments" on a weekly basis.
6. Analysis on "Inquires" on a weekly basis.
7. Analysis on "Missed Calls" on a weekly basis.
8. Analysis on "No Show" on a weekly basis.
9. Home Care Analysis for *HJH* .
10. Complains Analysis per week.
11. Update each BU Knowledgebase and take responsibility for that.
12. Discuss results improvements and new ideas.
13. QA Analysis on a weekly basis.
14. QA Calibration on a weekly basis

•Jan -2017 to May 2017

Telesales Agent At NetOne

Offer service over phone that related to Tv service to Arabian customer who lives in Canada , Australia, America

•Oct 2015 to Oct 2016

Telesales at Vodafone

•From Jan-2012 to May -2012

Psychologist at AL Andalus Language Schools

Personal Skills

- Ability to work under stress.
- Leadership Skills.
- Ability to face problem.

•Available Upon request.