

Yasmin Hassan Ahmed Albana

PROFILE

I am seeking to join a company that utilizes my skills and enriched my knowledge and gives me a chance to be part of a team that contributes towards the growth of the organization.

INFORMATION

Date of Birth: 25/01/1993

Marital status: single

Nationality: Egyptian

Address:
6 October city, Cairo, Egypt

SKILLS

- Arabic and English languages.
- Excellent in Microsoft Office (Word-Excel-PowerPoint), and data entry.
- Excellent communication skills.
- Enjoy working as a team member.
- I have passion for learning and development.
- Hard worker.

References

Available upon request.

EDUCATION

Arab Open University, Jeddah

Business administration - Systems Track - Arab Open University- 2017- GPA of (3.01) out of (4.00) with Second Class Honours.



WORK EXPERIENCE

Xceed, Customer service representative

Nov 2019 – Present

Responsibilities

Receive and Promptly Respond to Customer Queries.



Bait Alnebras Trading EST, Marketing Specialist and Secretary

Jan 2019 – May 2019

Responsibilities

1. Marketing for maintenance services.
2. Receive and place telephone calls.
3. Schedule and make appointments.
4. Manage and maintain executives' schedules.



Quick Message Service, Marketing Specialist

May 2017– Oct 2018

Responsibilities

1. Plan and implement advertising campaigns by identifying appropriate marketing channels (social networks, WhatsApp, email) and other marketing channels.
2. Measure and assess customer satisfaction.



Takaful Sharq Awsat, Marketing Representative

Feb 2016 – Jun 2017

Responsibilities

1. Signe contract with hospitals, clinics and Gym.
2. Call center.
3. Planning for marketing at important events.
4. Communicate with advertising agencies to implement promotional campaigns.



CERTIFICATIONS

Professional Diploma in HR, EgyCham, Nasr City, Jun 2020 to Mar 2020.



COURSES

1. Marketing, sales and persuasion power- King Fahad Public Library- April 2018- 6 hours (3 days).
2. Secretary- Waqf Development Center- December 2017- 4 hours (3 days).
3. Crisis management and the art of decision making- Lafontaine Hotel- Jeddah- June 2017- 4 hours (2 days).
4. Business administration- Integrated Leadership Office- April 2017- 5 hours.