

**Sally Muhammad Khalil  
Elsharqia– Egypt**



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**Career objective**

**I'm Seeking for a job opportunity that would match my Skills and Education. I will put the best of my efforts in those areas professionally.**

**Education:-**

**Bachelor of Arts , Helwan university , history department (may 2009) ( Good degree(**

**General diploma of education from Suez Canal University (2011-2012) ( Very Good degree(**

**Experience:-**

**Bank teller at tanmeyah micro intern Price Company from 8/2018 till now**

**HR- Internship at Egycham 4/2018**

**Responsibilities:-**

- Recruitment
- Writing Job AD
- Publish it on social media & job web site
- Screening CVS
- Interviews

**Branch Manger**

- Free line company for Internet and Networks  
From 27/5/2017 to 8/2018

**Responsibilities:-**

- Supervising the implementation of work programs and procedures and follow-up work progress
- Follow up the performance of the staff to the required tasks
- Solve customer problems
- Studying customer complaints and proposals and submitting them to senior management
- Recommend the appointment of staff when needed
- Supervising the insurance of office materials and equipment and ensuring the overall appearance of the office

**Customer service**

- Free line Company for Internet and Networks  
From 31/10/2015 till 26/05/2017

**Responsibilities:-**

- Answering phones
- Receiving customer complaints
- Informing customer complaints specialists
- Notify customers of new offers
- Entering data on the company's system
- Payment of bills

## **Training Courses:-**

**Human resource management diploma at Egycham (35hours) accredit by Ain shams university And HRCI**

### **MESHWARY Initiative 2015**

- Life skills development program, job planning skills, savings skills and small projects from UNICEF and the Ministry of Youth

### **Train the Trainer (T.O.T)**

- Attend a training course for trainers in the Ministry of Youth 2014

**Certificate from Microsoft Egypt for completing training on (excel 2007, windows, Internet, word 2007, power point 2007) 2014**

### **Leader Ship Skills**

- Attend the leadership course in the Ministry of Youth 2011

### **Communication skills**

- Attending a communication skills course in the Ministry of Youth 2011

## **Computer Skills:-**

- Microsoft Office Package (Word, Excel, Power Point, Access).
- Good Knowledge of Internet.
- Entering Data.

## **Language:-**

- Arabic ( Mother Tongue )
- English (Good) Spoken and Written.

## **Professional Competencies:-**

- High Communication Skills
- Stress Tolerance
- Target Oriented
- Adaptability
- Leadership
- Presentation Skills
- Negotiation Skills
- Learning Fast
- Details Oriented

## **Personal Data:-**

Date of Birth : 01/10/1988  
Marital Status : Single

## **References:-**

**References are ready upon request**

**Thanks for your interest**  
*Sally Muhammad*