



# Esraa Ayman Kamal Abdelhamid

Address: Ard elgolf, cairo, egypt

## Career Objective

To obtain a job in a reputed company that will utilize my capabilities and experience.

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## Education

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|------------------------------------|---|
| <b>2010 - 2014</b>                 | <b>Thanwya amma<br/>cairo manara language school</b>  |
| <b>2014 - 2019</b>                 | <b>Bachelors of Business Administration<br/>Misr international university</b><br><br>Accounting major |
| <b>June 2020 -<br/>August 2020</b> | <b>HR diploma<br/>EgyCham</b>   |

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## Work Experience

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| <b>April<br/>2019 -<br/>August<br/>2019</b> | <b>Customer service and technical support agent</b> | <b>Raya contact center</b> |
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Call center agent.  
Serving Etisalat Emirates customers with small and medium Businesses.  
handling technical issues, complaints, responding to customers questions, process orders, and provide information about organization's products and services.

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## Skills

- Ms office
- Photoshop
- Excellent command of written and spoken English