Shereen Mahmoud Ahmed

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Summary:

Innovative, creative and hard-working professional equipped with a bachelor's degree of Laws, and knowledge of several different fields including: Administration& Customer Service. Demonstrated professionalism, and ability to achieve highly accurate results, in a timely manner.
Good command of the English language, with written and spoken language skills.
Computer proficiency includes the latest Microsoft Windows and Microsoft Office platforms (Word - Excel - Microsoft Dynamics AX).

Personal Information:

Date of Birth   : 16 August 1988
Marital Status   : Married
Nationality   :Egyptian
Visa status   :Husband Sponsorship

Education:

2006 - 2010   -   Cairo University
B.A. in law, Arabic Department

Experience:

➢ **Senior Admin Assistant at Giza systems company -STC (2013-2021)**

- Organizing and attending Interviews.
- Supporting bookkeeping and payroll activities as needed.
- Plan and Manage Meetings.
- Make travel arrangements &reservations and travel allowances.
- Support senior project managers and salesmen with daily clerical tasks.
- Develop and maintain a filing system.
- Provide statistical and budget reports for projects.
- Responsible for financial custody.
- Proofreading and editing of reports, emails, and other work for the team.
- Assisting with special projects as needed.
- Worked on Microsoft Dynamics AX (Introducing projects, Budget Management for cost &revenue).
- Report statistics as required.

➢ **Receptionist at Roayah Medical Center for 2 years.**

- Greet patients and visitors, in person or on the telephone answering or referring inquiries.
- Inform patients of medical office procedures and policy.
- Register patients according to established protocols.
- Answer incoming calls and deal with inquiries.
- Assist patients to complete all necessary forms and documentation including medical insurance.
- Maintain and manage patient records.

- Schedule patient appointments.
- Answering patient's questions &maintaining the reception area.
- Recording patient accounts by obtaining, recording, and updating personal and financial information.
- Collect co-pays and payments.
- Report statistics as required.
- Maintain stock of forms and office supplies.
- Working with insurance companies to process claims.
- Safeguard patient privacy and confidentiality.

> **Customer Service Representative at Etisalat Company(one year)**

- Greet customer.
- Manage large amounts of inbound and outbound calls in a timely manner.
- Follow communication "scripts" when handling different topics.
- Identify customers' needs, clarify information, research every issue, and provide solutions and/or alternative.
- Seize opportunities to upsell products when they arise.
- Build sustainable relationships and engage customers by taking the extra mile.
- Keep records of all conversations in our call center database in a comprehensible way.
- Frequently attend educational seminars &training to improve knowledge and performance level.

> **Receptionist at Sphinx Language School for 6 months**
  - Answer phone calls and emails.
  - Welcome visitors.
  - Support teaching and administrative staff by providing information to students and parents.
  - Update records such as class schedules and academic transcripts.
  - Coordinate meetings, including parent-teacher conferences.

Courses:
- General English course (AUC)
- Development (SFSD) Grant, 2012, sponsored by Career Entrepreneurship Development office (CEDO) Sawiris foundation for social.
  - Basic computer Skills (Office 2007, 2010)
  - Soft Skills.

Skills:
Computer Skills:

- Good knowledge of Microsoft Office, (Word, Excel, Power point- Microsoft Dynamics AX).
- Good surfing skills on the internet.

Language Skills:

- Arabic Native tongue.
- English Good command of both written and spoken English.

Personal Skills:

- Able to work in a team or individual
- Good in Organization skills.
- Good in Interpersonal skills.
- Using Computers (Microsoft Office, Internet)
- Eager to knowledge & Able to learn the rules quickly.