

Sarah Ahmed Ahmed Ragui

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Cairo

Career Objectives

To launch my way that leads to further growth in my skills and personal satisfaction by utilizing my current skills and ability to work for the growth of your organization.

Education

- **Bachelor's Degree in French Language**, Faculty of Alsun,
AinShams University, Egypt

Professional Experience

Electronic data service delivery (HSBC)

(July 2021-february 2022)

Responsible of the inheritance process in the bank.

Managing client bank accounts, including opening and closing accounts, and overseeing transactions.

Processing deposits, payments, and withdrawals.

Authorizing and evaluating overdrafts and loans.

Handling other transactions, such as writing cashier checks or money orders, when necessary.

Recommending and explaining banking services and products to clients based on their needs.

French team manager at AJEL Newspaper

(April 2020 – June 2021)

Responsible for the day-to-day activities and guidance of team members.

Sets targets, implement guidelines, and assist with any issues the employees may have.

Ensure that all members understand the team's objectives and work together to achieve it.

Evaluate trainees after training,

French Translator and Journalist At Al Ain Newspaper (French Department))

(Feb 2018 –march 2020) **Responsibilities:**

Translator and journalist

Reading material and researching industry-specific terminology.

Converting text and audio recordings from Arabic to English, French and vice versa.

Ensuring translated texts conveys original meaning and tone.

Conducting research to uncover interesting and significant news

Gathering, corroborating and interpreting data

Interviewing key persons (witnesses, sources etc.) to obtain more information

HR (Recruitment Specialist) At Atheel Contact Centre.

(Oct. 2017 – Feb. 2018)

Responsibilities:

Identify Potential Candidates.
Conduct Screening Interviews.
Create Job Postings.
Coordinate Recruitment Activities.
Support Fair Hiring Practices.
Develop Retention Strategies.

Call Center At Vodafone UK

_(Jul. 2016 – Dec. 2016)

Responsibilities:

Handle British Customers inquires and complaints.
Log customer details on the CRM.
Provide customer with accurate information and right solutions.
Performs other duties as assigned by management

Freelancer Translator For Both Language English And Arabic At Al Majal El Arabi

(Sep. 2014 – May. 2017)

Responsibilities:

Reading material and researching industry-specific terminology.
Converting text and audio recordings from Arabic to English, French and vice versa.
Ensuring translated texts conveys original meaning and tone.

Technical Skills:

- Microsoft office: Word, Power point, Excel.
- Basic Knowledge of testing.
 - Empathy.
 - Attention to details.
 - Finding defects and bugs.
 - Reporting bugs.

Soft Skills:

- Self-motivation
- Integrity.
- Ability to reflect on one's own work as well as the wider consequences of financial Decisions.
- Business acumen and interest.
- Organizational skills and ability to manage deadlines.
- Team working ability.
- Communication and interpersonal skills.

Personal Information:

- **Date of Birth:** 16th August, 1994
- **Nationality:** Egyptian
- **Marital Status:** Married