

## **Donia Ehab Hassan**

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**Date of Birth:** 07-12-2000

### **About me:**

Currently looking for a full-time position in a reputable organization that offers a greater challenge, and the opportunity to help the company advance efficiently and productively.

### **Education:**

- Bachelor of Commerce, Helwan University, 2023.
- Accounting Department, Grade: good.

### **Work Experience:**

**Evolution Contact center, Call Center Agent Vodafone (April 2023 – October 2023 )**

- Resolved customer call complaints within 24 hour,
- Reducing the likelihood of negative reviews
- Executed customer questions, resolving issues and reducing the need of supervisor assistance.

### **Training:**

- SODIC Company real estate investment company. (2021)
- Misr Bank (2022)

### **Languages:**

- Arabic: Native proficiency.
- English: Good

### **Courses:**

- English Course

### **Computer Skills:**

- Proficient with Microsoft Word, Excel, and PowerPoint.
- Email communication.
- Excellent at surfing the internet.

### **Personal Skills**

- Communicating efficiently with clients and coworkers.
- Adaptability and flexibility to handle many changes in a workday.
- Excellent organizing abilities.
- Working under pressure.
- Attention to detail.
- Leadership & Teamwork
- English: good