

SARAH ALAA ABDEL-RAHMAN ISMAIL

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Zagazig - Sharkia



CAREER OBJECTIVE

I am looking for an opportunity in a reputed organization which will help me deliver my best and upgrade my skills and meet the demands of the organization.

STRENGTHS AND EXPERTISE

P&L Management	Financial Reporting	Team Leadership
Business Development	Negotiation Skills	Communication
Strategic Planning	Client Relationship Management	Operations Management

PROFESSIONAL EXPERIENCE

Company Air conditioning and filters franchise

from 2016 to 2018

- Consulting, solving problems related to orders
- Receive information and proactively process orders on the system in a timely and accurate manner.
- Make phone calls to compare the status of purchases, receipts, and payments with customers.

Company Al-Adham Air Conditioning

from 2019 to 2020

- Developing a brand's voice and identity through marketing campaigns
- Writing, editing and publishing marketing adverts, articles and other written content
- Producing marketing videos for social media or television

Company Premium Kitchens

from 2020 to 2022

- Set costs and project fees according to budget
- Research and decide on materials and products sourcing
- Produce "sample" and "mood products"

Company Zed Kitchen

from 2022 to 2022

- Supervise work progress
- Work closely with designers, decorators, architects and constructors
- Research and follow industry changes, evolutions and best practises

Company We |Call Center

from 2023 Until now

- Keep records of all conversations in our call center database in a comprehensible way
- Frequently attend educational seminars to improve knowledge and performance level
- Meet personal/team qualitative and quantitative targets
- **We Company |Task Back Office**
 - Process and manage data entry tasks with accuracy and precision.
 - Handle administrative tasks such as document filing and record-keeping.
 - Coordinate with other departments to ensure seamless workflow.
- **End of public service for females**

EDUCATION

Zagazig University

Faculty of Commerce - Accounting Department | very Good | 2016

Preliminary Master's degree in Accounting, Class of 2018, with a high good grade

COURSES

- ICDL
- Certificate in English Conversation
- Excel certificate for accountants
- Certificate in human resource (HR)