



## Viola Shafik Isaac

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### Professional Summary

Customer-focused Law graduate with diverse experience in human resources, sales, operations, and administration. Proven ability to manage client transactions, maintain accurate records, and deliver excellent service in fast-paced environments. Skilled in communication, problem-solving, and data accuracy. Proficient in Microsoft Office and adaptable to banking operations. Seeking to contribute to Banque Misr as a Customer Service Representative by ensuring compliance with policies, accuracy in transactions, and positive client experiences.

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### Education

**Bachelor of Law** – University of Sadat City (Expected Graduation: 2025)

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### Professional Experience

**Human Resources Specialist** – Giza Spinning and Weaving Co., El Sadat City  
Aug 2025 – Present

- Maintained HR documentation and records with high accuracy.
- Supported recruitment processes and onboarding for new employees.
- Ensured compliance with company policies and labor regulations.

**Sales Agent** – Kemet Travel, El Sadat City  
Dec 2024 – Aug 2025

- Handled customer inquiries, provided product information, and closed sales.
- Managed client bookings and ensured timely follow-up for customer satisfaction.
- Maintained accurate transaction records and supported payment processing.

**Warehouse Supervisor** – Agape Center, Wadi El Natron  
Aug 2024 – Dec 2024

- Supervised stock control, auditing, and inventory accuracy.

- Coordinated supply logistics for events and conferences.
- Ensured proper documentation of all stored and distributed materials.

**Volunteer** – Armanious Foundation, Wadi El Natron  
Jul 2021 – Jan 2024

- Organized files and documentation for beneficiary families.
- Coordinated with team members to deliver aid and support programs.

**Volunteer** – Coptic Orphans, Wadi El Natron  
Feb 2022 – Feb 2023

- Managed data entry for beneficiaries and supervised local events.
- Provided direct support and guidance to community members.

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### **Key Skills**

- Customer Service & Client Communication
- Cash Handling & Transaction Processing
- Data Entry & Record Keeping
- Microsoft Office (Word, Excel, PowerPoint)
- Problem-Solving & Critical Thinking
- Team Collaboration & Communication
- Time Management

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### **Languages**

- Arabic: Native
- English: Excellent