

# SHIMAA WALED ADLY

Giza, Egypt | 01140643233 | shaimaawaled4@gmail.com

## PROFILE

Enthusiastic and motivated professional with solid experience in customer service, sales, and guest relations, currently transitioning into Human Resources. Skilled in communication, problem-solving, and leadership, with a proven ability to work effectively under pressure and create positive workplace environments. Quick learner with a passion for people development and organizational success.

## PROFESSIONAL EXPERIENCE

### **Dar El Kwaat El Baharya – Guest Relations (2024 – Present, Cairo)**

- Managed guest reservations and ensured accuracy and efficiency in bookings.
- Delivered excellent customer service, resolving guest inquiries promptly.
- Supported the front office team in maintaining smooth daily operations.
- Assisted in developing sales strategies that improved guest engagement and hotel occupancy.

### **Dar El Kwaat El Baharya – Recreation (2024 – 07/2025)**

- Supervised recreation activities ensuring guest satisfaction and safety.
- Organized social and leisure programs that enhanced the guest experience.
- Worked collaboratively with departments to maintain service quality.

### **Ortho Tech Company – Sales Representative (2021 – 2024, Giza)**

- Managed client accounts and sales transactions with accuracy and professionalism.
- Provided detailed product information, contributing to customer satisfaction and loyalty.
- Supported accounting tasks and assisted in tracking payments and expenses.
- Helped achieve quarterly sales goals through teamwork and client follow-up.

### **Orange – Customer Service Representative (2018 – 2019, Cairo)**

- Handled customer inquiries and complaints, maintaining high satisfaction levels.
- Assisted in technical troubleshooting and provided clear communication solutions.
- Strengthened communication and multitasking skills in a fast-paced environment.

## EDUCATION

### **Ain Shams University – Faculty of Arts, European Civilization (2018 – 2023, Cairo)**

## COURSES & CERTIFICATIONS

- Advanced HRM Professional Diploma – Arab Academy for Science, Technology and Maritime Transport (2025 – Present)
- Fundamentals of Digital Marketing – Google (2024 – 2025)
- ICDL – Ain Shams University (2023)
- HR Course – Ain Shams University (2022)
- English Course – Ain Shams University (June–August 2022)

## KEY SKILLS

- Team Leadership
- Communication and Interpersonal Skills
- Problem Solving under Pressure
- Time Management
- Fast Learning and Adaptability
- Customer Service and Employee Relations
- MS Office & Data Entry

## **VOLUNTEER & LEADERSHIP EXPERIENCE**

**Member of the Student Union – Recruitment Coordinator**, Ain Shams University (2018 – 2023)

- Organized student recruitment and onboarding activities.
- Coordinated events and promoted student engagement.

**Volunteer Leader**, Resala Charity Organization (2017 – 2020)

- Led community service initiatives and volunteer teams.
- Organized donation campaigns and social support programs.

## **LANGUAGES**

Arabic – Native

English – Advanced (C1)

Italian – Basic