

Viola Shafik Isaac

 violaashafeek@gmail.com |  +20 127 581 4626 | LinkedIn: linkedin.com/in/viola-shafik

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.

Education

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

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