

Nesma Adel Ismail

Chinese Speaker

Egypt, Cairo

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Summary

Fluent in Mandarin with experience in helpdesk management, I have served as an Admin Helpdesk Specialist, where I am responsible for building user access, managing stationary supplies, overseeing warehouse operations, tracking and resolving staff requests. I look forward to leveraging my technical expertise, language skills, to contribute to Huawei's continued growth and success.

Education

2020 - 2024 **Bachelor of Arts Specialized translation**

Chinese department - Grade Average of B+

Cairo University - Giza, Egypt

Experience

08/2024 - Current **Admin Helpdesk** (FULL TIME)

HUAWEI - Smart Village

- Responsible for building access.
- Stationary distribution.
- Warehouse inventory.
- Maintenance Problems and solutions
- Staff requests tracking and management
- Arrange meetings.

07/2023 - 08/2023 **Chinese Translator** (INTERNSHIP)

CSCEC - Cairo

- Training about how to make a good presentation.
- Training about the difference between the hard skills and soft skills.
- Translating between the Egyptian and Chinese on the site.
- Translating documents.

Skills

- Communication skills
- Customer Service
- Organization
- Translation
- Word / Excel / PowerPoint

Languages

ARABIC (Native)

CHINESE (HSK5)

ENGLISH (B2)

Courses

- Comprehensive Chinese Course level 6 HSK 5 上, Confucius Institute (3 Months)
- Human resource diploma from HR passport (6 Month)
- Winter Chinese bridge camp about Chinese Cultural & language at Beijing University 2021