

# Sohila Ahmed Hassan

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## Contact Information:

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## Professional Summary:

Dynamic and goal-oriented professional with diverse experience across sales, customer service, and HR recruitment. Proven ability to drive revenue growth, enhance customer satisfaction, and attract top talent through strategic sourcing and strong interpersonal skills. Known for building lasting client relationships, managing high-pressure environments, and delivering results that align with business goals. Highly adaptable, fast learner, and committed to continuous professional development and team success.

## Education:

Cairo University, Faculty of Mass Communication, Radio and Television Department.

- Grade: Excellent.
- Pre-Master's Degree: Radio and Television Department

## Certifications:

HR Diploma from HR Passport with HRCI accreditation – 110 hrs (October 2021).

English Course from British Council (November 2022 – March 2023).

## Professional Experience:

Al-Sarh Al-Aali Tourism Company

### **Customer Service and Data Entry Specialist (February 2021 – October 2022)**

- Managed and updated customer information, flight details, and reservations with precision.
- Provided exceptional customer service, responding promptly to inquiries and resolving issues efficiently.

- Supported sales teams by identifying potential upselling opportunities and enhancing client satisfaction.
- Maintained a high level of accuracy in data entry, contributing to smooth sales operations.  
Self-Employed, Egypt

#### **Hr Recruiter** (November 2022 – June 2025)

- Sourced and screened candidates through various channels (job boards, social media, referrals, etc.)
- Conducted initial phone and in-person interviews to evaluate qualifications.
- Managed the end-to-end recruitment process, from posting job ads to onboarding new hires.
- Built and maintained a strong talent pipeline for current and future hiring needs

#### **Freelance Video Editor** (September 2019 – October 2023)

- Developed creative video content that met client specifications and deadlines.
- Enhanced video quality through advanced editing techniques, including color correction, sound design, and special effects.
- Collaborated with clients to understand their needs and deliver tailored solutions that supported their marketing objectives.

Atraf Egypt for Orthotics and Prosthetics Service

**Video Editor Intern** (July 2023 – October 2023).

#### **Skills:**

Sales and Customer Relationship Management:

- Strong negotiation and closing skills.
- Ability to build and maintain long-term client relationships.
- Expertise in identifying customer needs and tailoring sales strategies accordingly.
- Proficient in CRM software and data-driven decision-making.

#### **Technical Skills:**

- Proficient in audio recording and editing.
- Advanced knowledge of Adobe Premiere Pro and After Effects.

#### **Transferable Skills:**

- Excellent communication and collaboration abilities.

- Creative problem-solving and adaptability.
- Marketing and self-promotion expertise.
- Commitment to continuous learning and professional development.

**Languages:**

Arabic: Native

English: Advanced proficiency