

SHIMAA WALED ADLY

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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