

# ESRA HAMOUDA

 hamouda9993@gmail.com

 +20 109 048 7812

 Mokkatam, Cairo 11585

 esra-hamouda

## WORK EXPERIENCE

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### Al Khattab Co.

Accountant Intern

2020-10 - 2021-04

- Prepared monthly closings by creating journal entries and reconciling accounts.
- Reduced discrepancies in financial reports by carefully analyzing data and identifying errors.
- Developed proficiency in industry-specific software programs such as QuickBooks, Excel, and other accounting applications.
- Quickly and accurately processed payments, credits, and other transactions using company software applications.

### Vodafone Egypt

High Value representative

2021-05 - 2022-02

- Handles customer requests/issues/questions in a professional manner and strives to deliver a first time resolution service.
- Provide customer accounting, internal and external collection, high usage control and credit check advice and administration services offering advice based on the creditworthiness of prospective and existing customers in line with the credit and collections policies and procedures, provide clear support in collection and negotiating terms of payment on overdue accounts with Vodafone Business and consumer.

RCS Team Leader

2022-02 - 2022-07

- Set performance expectations for the team, monitoring progress towards goals and providing constructive feedback as needed.
- Developed team members' skills through targeted coaching sessions, resulting in improved individual performance.
- Enhanced team productivity by implementing efficient work processes and regularly reviewing performance metrics.
- Mentored junior staff members, helping them develop their leadership potential and advance in their careers.
- Running The RCS Reports and presenting them to the management to plan and develop RCS curves and build strategies to cover RCS Weakness points.

### Vodafone Egypt

Talent Acquisition Specialist

Oct 2024 - April 2025

- Provide targeted recruitment support where it's most needed
- Bridges strategy and execution - from understanding the team's evolving talent needs, to managing the full recruitment lifecycle, to ensuring every candidate touchpoint reflects the organisation's values.
- Working in close partnership with hiring managers, I source and engage the right talent quickly and effectively, all while maintaining a positive experience for both candidates and internal stakeholders.

## Planing And Governance Senior Specialist

2022-09 - Present

- Get the maximum efficiency from the operation that results from schedule business rules that decrease the operation efficiency, which at the end decrease the overall headcount required to achieve each operation KPI's.
- Providing all the supported function with a great experience through a proactive, customised, personalised relationship, to deliver the highest customer satisfaction & NPS.
- Provide support and handle successfully different customer operation functions, to achieve a world class customer experience and high Net Promoter Score(NPS).
- Ensure providing an end to end ownership & world class customer experience, Net Promoter Score (NPS).
- Clear communication for the company/area objective targets, ensuring a proper alignment & full understanding of the team members' end to end role.
- Ensure Zero wrong information & wrong transactions that lead to financial negative impact or Negative customer Experience.
- Being able to highlight the supported area gaps and align this to the concerned departments.
- Create a smooth communication channel with different departments to resolve problems and requests when needed in a highly professional manner.
- Participating in National and International projects assisting visitors, governmental projects and more.

## EDUCATION

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### MENOFIA UNIVERSITY

BCS: Commerce in English Section - Good

2016-01 - 2020-01

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## PROJECTS

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### COP27

Nov 2022 - Nov 2022

### AFDB/NTRA

May 2023 - May 2023

### GSR/NTRA

Jun 2023 - Jun 2023

## SKILLS

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- MOS365
- Excel
- HTML
- SQL

## CERTIFICATE

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### Employability Skills Track, Aspire Training

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### Human Resources Essentials, American Chamber

## LANGUAGE

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### English Native

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### Arabic Native