



**NORHAN
MOHAMED**



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NEW CAIRO - REHAB CITY,
GROUP 88. CAIRO, EGYPT

EXPERIENCE

- **Intern Traffic Manager at Remark Advertising Agency**
September 2019 – November 2019

(Manages clients' demands and ensure that all marketing collateral and work from account services flows efficiently to creative and production departments, also keeping everyone on task and projects on deadline, handling the logistics and keeping all parties updated on the progress)

- **Customer Service representative for account Du Dubai at Teleperformance Egypt**
April 2019 – September 2019

(Handling the customers' demands and complains, observe the account movements like latest complains, requests, personal information and bills or purchases on the CRM system. Maintain positive customer relations and ensure customer satisfaction)

- **Marketing Executive at Spirit for Consultancy Services**
November 2018 – April 2019

(Manages the company's social media platforms, events management, public relations)

- **Digital Account Manager at Infinity Digital & Marketing Agency.**
May 2018 – October 2018

(Generating leads, setting meetings with new customers, follow up and manage the accounts of the current and old customers)

OBJECTIVE

Aiming to enrich my experience and gain more knowledge in different aspects so as to be qualified in the future for a good position.

SKILLS

Linguistic Skills:

-Arabic: Native Language.

-English: advanced command in both written and spoken.

-Turkish: Pre-Intermediate command in both written and spoken.

Computer Skills:

Very good working Knowledge of Microsoft Word, Excel and PowerPoint., CRM system

EDUCATION

Ain Shams University, Faculty of Arts-English Department

(2012 – 2016)

- **Omar Ibn El Khattab Language School**
(2012)

COURSES AND WORKSHOPS

- **Digital Marketing course at the American University in Cairo – AUC, School of Continuing Education.**
 - Principles of Marketing (February/ March 2018)
 - Consumer Behavior (February/ March 2018)
 - Professional Selling (March/ May2018)
 - Market Research (August/ September2018)
 - Strategic Marketing (November/ December2018)
 - Social Media Management (January/ April 2019)
 - Digital Marketing (January/ April 2019)
- **Conference & Events Management Course at the American University in Cairo – AUC, School of Continuing Education. (September/ October 2017)**
- **Professional Public Relations Course at the American University in Cairo – AUC, School of Continuing Education. (March/ May 2017)**
- **Turkish Language Course at Yunus Emre Institution in Cairo (2017/2019)**



Soft Skills:

Team Work

Leadership

Very Good Communication Skills

Creative Thinking

Time Management

Project Management

Presentation Skills

- **Translation Diploma at the American University in Cairo – AUC, School of Continuing Education (January 2016 / March 2017)**
 - Contrastive grammar and stylistics
 - Technology: translators and interpreters
 - Introduction to Interpreting
 - Translation Techniques and text types
 - Legal 2
 - Legal I
 - Journalistic I
- **General English Language Course at The American University in Cairo– AUC, School of Continuing Education. (July 2015)**
- **Arabic Language Course at the American University in Cairo - AUC, School of Continuing Education (November 2015)**
- **Creative Writing Workshop at Ain Shams University (February / March 2013)**

“References to be submitted upon request”

