

# SHOROUQ TAREK

Cairo - Egypt

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A Quick learner, team player with 5+ years of experience in education, and customer support fields. Always aiming for high standards with high level of ownership.

## EXPERIENCE

**OCT 2022 – PRESENT**

### **CUSTOMER SERVICE SPECIALIST, WE**

- Handle all incoming calls for customer inquiries, complaints.
- Handle complaint cases related to customers such as Internet connections issues, bundles issues.
- Communicate vigorously with different internal and external channels to ensure complete solving of issues.

**APR 2022 – OCT 2022**

### **EDUCATION SPECIALIST, MANARET EL-EMAN LANGUAGE SCHOOL**

- Developed curriculum for kindergarten stage to teach Arabic language fundamentals.
- Designed curriculum booklet pages and content to be suitable for young ages through interactive images, shapes and colors.
- Designed exams to ensure the understanding of the communicated learning principles.
- Participated in summer camps preparation through generating ideas, photoshoots, and organizing character building activities.

**AUG 2018 – MAY 2022**

### **KINDERGARTEN ARABIC TEACHER, MANARET EL-EMAN LANGUAGE SCHOOL**

- Created a suitable environment for young generation to receive and fully understand the delivered learning information.
- Improved students' attitude and way of communication with other colleagues and teachers.
- Handled patiently kids with special needs for education through active listening and understanding and suggesting needed action to parents.
- Used conventional education ways and unconventional education ways such as the Montessori way of education.
- Applied creative educational content by adding visual, touchable content, and physical activities.

**APR 2017 – APR 2018**

### **PUBLIC RELATIONS SPECIALIST, MAGDY SALEM FOUNDATION**

- Dealt with national and international customers to deliver prices for containers, and food supplies to import and export activities.

## EDUCATION

JULY 2018

**BACHELOR OF EDUCATION**, AIN SHAMS UNIVERSITY

Major

Psychology Department

## COMPUTER SKILLS

- Microsoft Word
- Microsoft Excel
- Microsoft PowerPoint

## LANGUAGE SKILLS

- Arabic: Mother Tongue.
- English: Good written & spoken.

## SOFT SKILLS

- Active listening.
- Quick learning.
- Teamwork.
- Ownership.
- Decision making.
- Leadership.
- Problem solving.
- Time and stress management.

## REFERENCES

Available upon request.