|  |
| --- |
| Shorouq Tarek  Cairo - Egypt  +20 101 6329 169  Shrouktarek1112@gmail.com |
| 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 – presentCustomer 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 2022Education 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 2022Kindergarten 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 2018Public 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 2018bachelor 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. |

# Refernces

Available upon request.