

Hend Tharwat Ibrahim

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6th of October,

Giza, Egypt.

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Career Achievement

- Launching and Commencement of Zewail City University of Science and Technology in specific the Office of Admissions and Registration and keeping fine progress in developing all office's tasks and processes.
- Launching "Etisalat Misr" Call center and Activation Department.
- Granted Risk Management Top Performance Award in Consumer Activation "Etisalat Misr" in recognition for achieving the best quality, accuracy and productivity in the professional way during May / September 07.

Job Title History

- **Senior Admissions and Registration Officer – (Zewail City of Science and Technology) (February 2015 – 30th June 2018).**
 - Responsible for the Graduation process; in terms of system processing, graduation meetings, academic revision.
 - Managing University Academic Plan in terms of Building the system, processing, updating and handling technical errors.
 - Responsible for the University undergraduate Academic advising, study plans, system catalog and university requirements.
 - Managing the University Academic Standing "probation & Disqualification; in terms of Reports, Academic advising.
 - Handling the University processes of Declaration/Change of Major/Concentration in terms of announcements, forms and system application.
 - Managing the above mentioned processes in communication with all the University's parties; Faculty Members, Deans' Offices, Executive President Office.
 - Issuing, Handling and revising reports regarding all areas of work.
- **Admissions and Registration Officer – (Zewail City of Science and Technology) (February 2013 – February 2015).**

- **Senior Projects Coordinator - (RAYA Integration) (January 2010 - November 2011)**
Projects Coordinator - (RAYA Integration) (June 2008 - January 2010)
 - Work according to the project time plan.
 - Follow up on Logistics department for the delivery.
 - Follow up on Warehouse for the materials post-check according to quality standards.
 - Issue the invoices and follow up on the Collection department.
 - Follow up internal projects work plans and revises as appropriate to meet changing needs and requirements to achieve project outputs.

- **Activation Agent - Risk Management Department (Etisalat Misr - May 2007 - May 2008)**
 - Handling all requests related to the activation activities for all kinds of post paid lines.

- **Call Center Agent (Xceed Call Center - June 2006-February 2007)**
 - Represented multipurpose accounts and Xbox account (Microsoft operations)

Education

- **Faculty Of Alsun - Ain Shams University**
 Bachelor's Degree - English Section - 2005

Professional Activities, Certifications, Training

- Project Management Diploma (Regional IT Institute (RITI) - 2009)
- Professional Certificate in Translation (American university in Cairo)
- Human Resources Certificate (American university in Cairo)
- Conversation Program (British Council)
- Business English Program (British Council)
- YAT Professional Diploma in Secretary (YAT)

Computer Skills

- Perfect computer skills (MS-Word, MS-Excel , MS- PowerPoint, MS-Project)
- Good user of Oracle.
- Professional internet user

Languages

- Arabic (Mother Tongue)
- Excellent command of written/spoken English
- Basic competence in both French and Italian

Personal Information

- Birth Date : 05/09/1983
- Nationality : Egyptian
- Marital Status : Married
- Place of Birth : Cairo- Egypt

References

- All references and certificates will be furnished upon request.