

Esraa Fathy Mohamed  
Address: Maadi, Cairo

### **Career Objective:**

I am passionate about improving people's lives through investing in them. Seeking an opportunity within an organization to further this mission and make a meaningful impact.

### **Education:**

Graduated from "Alasun" Faculty Ain shams university Turkish and English department in ٢٠١٦.

### **Work Experience**

- **Lead Generation specialist, pay mob Saudi Arabia (Dec ٢٠٢٢- Present).**
  - Dealing with other merchants online (global merchants).
  - Sending marketing emails to merchants.
  - Communicating with decision makers daily and collect data for sales team by using online platforms like Linked in ...
  
- **Sales Backoffice Specialist, Pay mob Egypt (May ٢٠٢٢ -June ٢٠٢٣).**
  - Answer all Merchant inquiries and request through ticketing system.
  - Prepare daily and weekly reports on business performance.
  
- **Administrative Coordinator of the Medical Distress Committee in the Council of Ministers and Marsal Foundation (Dec٢٠٢١ - May ٢٠٢٢).**
  - Establish new channels between Marsal and medical protocols by Collecting data online and holding meetings.
  - Coordinate all Protocols stuff.
  
- **Marketing Coordinator, Ma'an Foundation (Oct ٢٠١٦ - Aug ٢٠١٧).**
  - Build positive relationships with public interest groups, consumers, and community representatives.
  - Conducted meetings and collaborated with other organizations and companies.
  - Managed the foundation's financial status, secured funding, and improved financial stability.
  
- **Operation Specialist, Zezeeta Egypt (August ٢٠٢٠ - December ٢٠٢١).**
- **Customer Care Specialist, Uber Egypt (November ٢٠١٨ - October ٢٠١٩).**
  - Address and resolve customer complaints.
  - Ensure customer satisfaction by providing professional support.

- **Supervisor, Kidzania Cairo (Feb ٢٠١٨ - Mar ٢٠١٨).**
  - Train children aged ٢-١٤ in various activities.
  - Handle customer and parent inquiries or concerns.
- **Project Coordinator, Injaz Egypt (Mar ٢٠١٦ - Aug ٢٠١٦).**
  - Trained more than ٧٠ students at schools.
  - Coordinated sessions, materials, and locations.
  - Managed classroom or school-related problems.

#### **Extracurricular Activities:**

- Facilitator and Organizer, IOM (International Organization for Migration).
- Project Coordinator, Etijah organization.
- HR Member, Enactus (Student activity at Ain Shams University).
- Facilitator, Care Egypt.

#### **Courses:**

- **Social Media diploma in IMFND.**
- Social Media Strategy & Analytics
- Content Creation.
- Social Media Ads.
- Social media, **Ynafaa** (online course).

#### **Scholarships:**

- FWD Scholarship in Digital Marketing with the Ministry of Communications and Information Technology and Udacity Foundation.
- WFP at PDF Foundation with Berlitz Egypt
- Project Management at Shill Company.
- Development and Project Management at Fadilia Foundation with British Council Institute.

#### **Skills:**

##### ➤ **Languages:**

English

Proficient in reading and speaking.

##### ➤ **Computer Skills:**

Microsoft Office (Advanced Excel)

- Good Using (**Canva**) website.

##### ➤ **Soft Skills:**

\*Planning & Organizing skills.

\*Problem-solving skills.

\*Presentation Skills.