

CURRICULUM VITAE



Contact Information

Personal Information

Name : *Alberto Nagah Zaki*
Nationality : Egyptian
Birth date : 8 of October, 1980
Address : 30 Ismaeil Serry ST from El Qasr El Einy.
Military Service: Exempted
Marital status : Married + 2 children
Driver's License: Yes

EDUCATION

- Bachelor of the High Institute for Tourism & Hotels 6 October City.

Languages Commands

- English: Very good command spoken, written & oral.
 - French: Very good command spoken, written & oral.
 - Italian: Good command spoken, written & oral.
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Summary of Qualifications

Computer Skills & knowledge

- Excellent knowledge of MICROSOFT OFFICE.
- Excellent knowledge of Internet correspondence & Basics.
- Excellent knowledge win 7, win 8 & win 10

COURSES:

- **Business Writing Training @ Wadi degla Club in March 2015**
- **Essentials of Customer Service @ Wadi degla Club in August 2019**
- **HR Management Diploma @ EGY CHAM in September 2021**

EXPERIENCES:

- **Wadi Degla Sporting Club** **Memberships Department Agent, Internal Auditor**
, HR Customer Service & HR Benefits Specialist
Orange Commissioner & Medical Insurance
(From September 2012 till now)
- **Swiss International Airlines** **Cargo Agent**
(From August 2008 till September 2010)
- **Gezira Travel** **Tour Operator**
(From March 2007 till July 2008)
- **Lead Foundation** **Assistant Administration Manager**
(From February 2006 till March 2007)
- **Americana Co. , KFC** **Call Center Supervisor " Customer Service "**
(From February 2004 till February 2006)
- **Intercontinental Pyramids Park** **Receptionist.**
(From October 2001 till January 2004)

Qualifications and Skills Able to work well under pressure.

- **Excellent public relation & Customer Service.**
- **Capable of connecting with people of different ages for different purposes.**
- **Good experience of creative presentation.**
- **Able to learn new tasks quickly.**
- **Business Writing**

Hope my qualifications meet your requirements

CERTIFICATE OF ATTENDANCE


AWARDED TO

Mr. Alberto Nagah Zaky

This Certificate has been given for attendance and completion of

Business Writing Training

17, 18 March 2015



Training Manager





Managing Director



Certificate of Achievement

This is to certify that

Alberto Nagah Zaki

Has successfully completed the training course
Essentials of Customer Service

From 05-Aug-2019 to 06-Aug-2019

Safwat Ragaie

Wadi Degla Internal Trainer

Samuel William
Chief Human Resources Officer



Certificate

OF EXCELLENCE

This is to certify that
Alberto Nagah Zaki

Has Successfully Completed All Requirements of
Human Resources Management Diploma

From July.2021 To Sep.2021

75 Training Hours

Grade
V. Good

Training Manager
Sally Marzouk

chairman
Dr. Ahmed ElBayed

Scanned with CamScanner



الغرفة المصرية لإدارة الموارد البشرية

Certificate Of Completion

This is to certify that

Alberto Nagah Zaki

Hereby granted **35** HRCI Credit Hours (HR General)

for successfully completing all sessions and workshops of

Human Resources Management Diploma

Sep.2021



Trainer
Dr. A. Elsayed
Dr. Ahmed Elsayed

Activity ID: 311894

*This activity, ID No. 311894, has been approved for 35 HR (General) recertification credit hours toward aPHR™, PHR®, PHRca®, SPHR®, GPHR®, PHRTM™ and SPHRTM™ recertification through HR Certification Institute® (HRCI)