



Yasmin Fawzi

HR Admin

Looking for a professional human resource position. Coming with extensive knowledge of human resource principles and ability to handle complex problems using outstanding organizational and time management skills.

📍 El Mowazafin city, NO7, Building8, Helwan, Cairo

👤 Single

📅 Date of birth 12/07/1988

Education

- From November 2019 to February 2020 • **Human Resources Managment (HRM) Diploma**
EgyCham accredited by Ain Shams university and HRCI (35 Hours) Nasr City, Cairo
I studied all functions of HR :- Strategic HR Management -Organizational Charts - Recruitment and selection - Training and Development - Compensation and Benefits - Performance Management - Personnel Management & Labor Law.
- From September 2006 to September 2010 • **Mass communication Dep. Public Relations & Advertising**
Faculty of Arts Helwan University
MY grade is Very Good

Work experience

- From March 2015 to December 2019 • **Senior Front Desk Officer and admission Rep.**
Remas Languages Schools Al Moqattam, Cairo
I was responsible for answering phone calls and provide information both over the telephone and in person , along with taking and relaying messages , provide initial school registration information and assist parents in filling out school forms. Additionally scheduled appointments. Achievements - increase the numbers of students transformed to school by my professional presentation about the school. Handled successfully any complaints in the reception area by solving problems techniques without escalate those to the manager . I made filing system for all papers work which are used in the reception to be more professional and organize **Customer service representative**
- From May 2013 to January 2015 • **Raya Contact Center (RCC) Maadi Smart Village**
 - Manage larger amount of incoming calls in timely manner. Follow communication "scripts" when handling different topics.
 - Identify customers need, clarify information , troubleshoot problems and handle complaints regarding the company's services.Achievements :- My team leader recommended me for a trainer position after a short period of time as I had positive feedback, professional etiquette and manners.
- From June 2010 to April 2013 • **Secretary of general manager**
Mffo Helwan Furniture Halwān, Egypt
 - Ensuring meetings are effectively organised and mintued.
 - Maintaing effective records and admistration .
 - Answer phone calls and redirected them when necessary. Handle incoming emails, mail and other material.
 - Communicate verbally and in writting properly.-Arrange and confirm appointments.
Achievements :- Became more proficient in using MS office and implemented a novel filing system effectively/

Training Courses

From March 2019 to July 2019	General English Language course British Council Heliopolis branch, Cairo
From July 2018 to January 2019	Conversation English Language Amideast Training Center Agouza branch, Cairo
From January 2015 to March 2015	General English Language Berlitz Al Maadi branch, Cairo, Egypt

Skills

Computer Skills

- * Having excellent knowledge of MS Office Suite (Word, Excel, Powepoint and Outlook).
- * Social Media :- Facebook, Google Apps)

Time management Skills

Managing one's time effectively, especially when working on multiple projects or with various clients at the same time.

Communication Skills

The ability to communicate effectively with clients, colleagues and external stakeholders.

Organization skills

Build a to do list to establish how each task can be completed.

Organize my materials to increase productivity and remain organized as keep store documents in files to be easy to find.

Languages

English

Proficient

Arabic

Advanced