

Karin Hanna

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Substantial experience and outstanding skills in customer service with eleven years of experience, including seven years in management. And now in ESL program in Solomon collage.

EXPERIENCE:

Deep Blue Cruises:
Office Manager

Hurghada, Red Sea, Egypt
Apr 2014 – Aug 2018

- * Examined and analyzed the accounting records.
- * Ensure accurate and smooth day to day operations.
- * Scheduling Handling diving trip reservations.

Orange Company:
Store Manager

Sohag City, Egypt
May 2011 – Jan 2014

- * Analyze team and individual statistics, prepare reports, devise and implement incentive programs.
- * Complete projects on time and ensure that performance standards are met.
- * Improved customer satisfaction and Handle customer problems.

Store Trainer

Jun 2009 – May 2011

- * Train Team on new products and policies.
- * Made store training planes and quizzes to enhance product knowledge of the staff.

Retail customer service

Mar 2007 – June 2009

- * Managed and processed all orders and sales contracts.
- * Investigated and resolved complaints
- * Achieved the agreed sales targets for the different products and services.
- * Handling sales and store process.

Volunteer Experience:

The Coptic Church, Sohag , Upper Egypt
Design invitation cards and teaching computer for children.

May 2000 – Jan 2013

The Evangelical Church, Hurghada, Red Sea
Organizing & Managing conferences, social events for groups (Entertainment and programs for children)

Mar 2014-Aug 2018

Kenooz Arabic School, Edmonton, AB
Handling student problem and helping student.

Oct 2018 – Apr 2019

Education:

2005 - South Valley University, Egypt. Bachelor`s of Commerce-Accounting Department

Training Programs:

- Computer Course from American University in Windows, Words, Excel and outlook with Excellent Grade.
- YAT Professional Diploma Accounting (YPDA) in Windows, Discovering the Internet, Excel, Access, Accounting Macros, QuickBooks, Accounting with Computer and Banking with Computer.
- Successfully completed the training course of Fundamentals for Success customized and prepared for Vodafone Egypt.
- Successfully Completed the Customer Service course prepared for Orange Company & presented from Quest Company.

Computer Skills:

- MS Windows, Word, PowerPoint, Outlook, Internet.
- Corel Studio program.
- Professional in Siebel, Wincash, Wincash Warehouse, Minsat and Payment Getway (used in Orange Company).
- Organize and prepare organized business presentations

Personal Skills:

- Good ability to gather, organize, analyze data to get information essential in business designs.
- Very familiar in dealing with company applications.
- Ability to handle multiple tasks & arrange them according to its priorities.
- Have analytical, interpersonal & excellent communicational skills
- Capacity to interact with people from various cultural backgrounds.

Language Skills:

	Read / Write	Spoken
Arabic	Native	Native
English	Very Good	Very Good

Hobbies :

- Music
- Reading
- Making hand crafts

Thanks for giving me this precious time of yours
Karin Hanna