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| GINA NABIL ZACHARIAH | |
|  | **Contact info:**  **Address: El Hail Greens, El Hail, Sultanate of Oman.**  **T**:98832126  **E-mail**: [joja\_nabil87@yahoo.com](mailto:joja_nabil87@yahoo.com)  **Personal Info:**  **Nationality**: Egyptian  **Date of Birth**: 1.2.1987  **Marital Status**: Married |

**OBJECTIVE**

Seeking a challenging position as a translator to deliver & interpret knowledge & information to individuals & companies where a language acts as a barrier that hinders communication.

**EDUCATION**

* **2008-2009:**

Graduate of the **Faculty of Al-Alsun for Languages**, **Department of English**, **Ain-Shams University.**

**General estimate:** good

**Graduation Thesis**: cultural differences in the source & target language

* **2004-2005:** General secondary certificate:95%

**Saint Mary Private Language School**.

**EXPERIENCE**

**(SEPTEMBER 2009-DECEMBER 2011)**

Full-time **English instructor** at **ASEB Academy** (Academic System for Educational Basics)

Key responsibilities:

* Teaching **General English**, **Conversation, IELTS, TOEFL, Grammar, & Translation**
* Designing tests
* Grading exam papers

**(SEPTEMBER 2010-JULY 2011)**

Full-time **English instructor** at **Berlitz School for Languages**.

* Key responsibilities:
* Teaching **Conversation**, **General English**, **Business English**
* Delivering lessons in accordance with Berlitz teaching principles.
* Integrating learning technology into teaching programs, as required by the curriculum
* Keeping student records and pedagogical cards up-to-date as required or requested
* Assessing existing and prospective customers' level of proficiency
* Providing evaluation for progress reports and certificates
* Distributing and collecting feedback forms
* Maintain an impeccable customer focus in the delivery of all duties
* Actively participating in own professional self-development plan, directed and supported by the supervisor, including lesson observations, peer observations, workshops, etc.

**(February 2012-July 2015)**

* **CRM Administrator at MSD Egypt LLC (Merck Sharp & Dohme**):
* Key responsibilities: systems (Oracle CRM On Demand MSD Connect, X-force, X-force Dashboard, MSD Direct, I-Sales, E-detailing)
* Policing of company data which is entered by a number of CRM users.
* Ensuring data is correct across accounts, contacts, opportunities, etc.
* Identifying & correcting errors made by system users
* Communicating errors made by users in a friendly & helpful manner
* Reporting improper system usage to senior management
* Providing central point of contact for all change requests & system alterations
* Creating or updating training manuals, policies & procedures.
* Enforcing new user adoption by monitoring login history
* Providing help-desk support for all system users, escalating to IT if needed.
* Building (weekly, monthly, quarterly & annually) custom reports & dashboards specific to job functions.
* Maintaining control of access rights, security settings & user privileges.
* Preventing unauthorized access from ex-employees via de-provisioning.
* Provisioning all new users, providing system training & customization.
* Generating detailed process maps for sales, marketing & business workflows.
* Importing & exporting of data as required to synchronize back-end systems
* Working with IT to manage project implementation & back-end integration
* Freelance translation

**SKILLS**:

**LANGUAGE:**

* Arabic: mother tongue
* English: very fluent
* French: good reading & writing

**COMPUTER:**

* Very good user of MS Word, Power Point, Excel & Outlook (97,2003,2007,2010 &2016)
* Efficient user of windows (98, XP,2010)
* Efficient typist in English & Arabic

**COURSES** **& TRAINING** **ACQUIRED**

* **November 2008-August 2009**: EDU EGYPT Program, Data path by first source (ISO BPO certified vendor) under the supervision of information Technology Institute (ITI).
* Acquiring the following:
* Business process outsourcing concept
* Customer service
* Presentation skills
* Attention to details skill
* Numerical abilities
* Logical reasoning
* Memory & searching skills
* Typing skills
* MS Office (Word, Excel, PowerPoint, Outlook)
* E-mail-writing
* Browsing Internet
* ICDL

**INTER-PERSONAL SKILLS:**

* Hard worker
* Very ambitious & reasonable thinker
* Work well under pressure
* Have good communication skills & organizing ability
* Work efficiently within team environment
* Have the ability to motivate others
* Able to learn everything new & challenging
* Meticulous
* Persistent
* Perfectionist

**REFERENCES ARE AVAILABLE UPON REQUEST**