



# Ali Wael Khalifa

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## SUMMARY

Focused Translator with highly developed understanding of hebrew language and culture. Skilled in quickly and accurately translating written documents and audio recordings. Over 5 years of related expertise.

## OBJECTIVE

To work in an environment which encourages me to succeed and grow professionally where i can utilize my skills, experience and knowledge appropriately.

## EDUCATION

### **bachelor in Hebrew and Oriental languages**

**sep 2016 — jul 2020**

Tanta University, Faculty Of Arts

bachelor in Hebrew, amharic and oriental languages , field of history, religions, Old testament and the religions books

## WORK EXPERIENCE

### **Etisalat misr**

**Jun 2022 — Present**

Technical support advisor

- Provides answers to clients by identifying problems; researching answers; guiding the client through corrective steps.
- Improves client references by writing and maintaining documentation.
- Accommodates client disabilities by recommending devices and techniques.

### **Taba Sands Hotel And Casino**

**Mar 2021 — Mar 2022**

Receptionist (Hebrew speaker)

- \* Greet people entering the building, answering any questions, providing directions and alerting staff when someone is there to meet or visit them
- \* Answer a multiple line phone system, manage calls by routing them to the proper extensions or taking messages and delivering them within our message system along with setting up conference calls as requested
- \* Manage the building log of who is entering and exiting the building
- \* Accept deliveries and mail, organize them to be distributed to the correct recipients using the office mailing system and ensure they get to the recipient in a timely manner while also managing outgoing mail and packages for pickup
- \* Serve as the face of the company, off\* Handle filing and data entry as requestedering friendly service to those entering the building or calling in on the phone
- \* Maintain the reception area, keeping it clean and free of clutter

### **freelancing**

**Jan 2017 — Mar 2021**

Freelance Translator

- Translated documents in hebrew and english.

- Maintained knowledge of developments in hebrew language to effectively update existing translations to meet contemporary trends in communication.
- hebrew , english and italian translation

### **On Fast company**

**Feb 2020 — May 2020**

Call Center Agent

- Contributed to company achieving and holding industry-leading customer service ratings.
- Enhanced productivity by staying on top of call scripts and maintaining control over direction of conversations.
- Evaluated customer information to explore issues, develop potential solutions and maintain high-quality service.
- Responded to customer requests for products, services and company information.

### **online**

**Sep 2019 — Mar 2020**

Fitness Coach

- Created individualized exercise, nutrition and strength and conditioning programs to facilitate weight loss and encourage healthy lifestyle.
- Designed and conducted speed training and conditioning clinics to help students enhance sports performance and prevent injury.
- Modified workout plans according to fitness levels and medical considerations.

### **tanta railway club**

**Dec 2018 — Aug 2020**

Wrestling Coach

- Maintained comprehensive knowledge of athletic medicine as related to common injuries and conditions across sport.
- Individually coached struggling players to help boost confidence and meet personal goals.
- Demonstrated proper technique for penetrating, lifting and pinning for team and coaching staff.
- Assisted head coach by overseeing practice warmups, conditioning and daily exercises while modeling technique.

## **CERTIFICATES**

- Experience certificate from Taba Sands Hotel and Casino

## **LANGUAGES**

- Arabic (Native)
- English (Fluent)
- Hebrew (Very Good)
- Italian (Basic)

## **SKILLS**

- Skilled interpreter and translator
- Customer service
- Microsoft Office
- Computer skills
- Teamwork
- Relationship-Building
- Training & Development
- Supervision
- Leadership
- Organization and Time management
- Pianist

- Guitarist
- Harmonica player

## PERSONAL INFORMATION

Date of birth (3 -11 -1997)  
Military service (Exempted)

## INTERESTS

- Designs
- Photoshop editing
- Retouch
- Music
- Swimming
- Wrestling