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Professional Summary

Certified Computer Science Educator with 6+ years of experience in teaching Computing and ICT. Results-driven Administrative Manager and Certified Trainer with a proven track record in educational technology, operational management, and human resource development. Adept at process optimization, strategic planning, and team leadership, with demonstrated success in designing and delivering training programs, enhancing administrative workflows, and executing impactful public relations initiatives. Proficient in Microsoft Office and Adobe Creative Suite, with strong capabilities in digital literacy and stakeholder engagement, consistently driving measurable improvements in organizational performance.

Core Competencies

- Administrative & Office Management
- Training Program Design & Facilitation
- Leadership & Team Development
- Strategic Planning & Process Optimization
- Public Relations & Stakeholder Engagement
- IT Proficiency & Digital Literacy

Professional Experience

ICT Teacher| El-Fayrouz British International College, Port Said / *2023 – Present*

• Deliver competency-based ICT lessons aligned with Cambridge and international standards, improving students' practical performance by 20% within one academic term.

• Integrate educational technology (School Every Where, interactive digital tools) to enhance student engagement and participation.

Front Desk Receptionist | *Continental Plaza Beach Hotel | 2022–2023*

- Enhanced guest satisfaction by **35%** via bilingual support.

Administrative Manager
Idea Academy for Free Education
January 2021 – Present

- Spearheaded daily administrative operations by implementing efficient protocols, boosting workflow productivity by 30%.
- Architected and delivered comprehensive training programs that enhanced team performance and reduced onboarding time by 25%.
- Led cross-functional teams while fostering a culture of excellence and continuous improvement, increasing operational efficiency by 20%.

Deputy Director
Institute for Cultural Exchange – Suez Canal & Damietta Branch
December 2019 – 2020

- Oversaw organizational operations and coordinated cultural exchange initiatives, increasing program participation by 40%.
- Mentored staff and streamlined internal communications, resulting in a 35% improvement in team collaboration.
- Cultivated strategic alliances with cultural and educational institutions, driving a 25% growth in institutional partnerships.

Certified Trainer for Computer & ICDL Courses
June 2018 – Present

- Designed and executed engaging training sessions on computer applications and ICDL standards, achieving a 90% participant satisfaction rate.
- Developed innovative course materials and led digital literacy workshops that improved digital competency scores by 30%.
- Evaluated training outcomes and implemented enhancements, increasing overall training effectiveness by 20%.

Public Relations & Media Officer
National Council for Women, Port Said Branch
January 2018 – May 2018

- Devised and implemented public relations strategies that boosted organizational visibility by 35%.
- Coordinated high-profile events and managed media communications, driving a 30% increase in community engagement.
- Optimized communication channels to ensure timely and effective information dissemination, improving stakeholder response rates by 25%.

Projects

- **Digital Literacy Training Initiative**
  Designed and launched a comprehensive digital literacy program for over 100 staff and students, achieving a 30% improvement in digital skills and competency.
- **Operational Efficiency Enhancement Project**
  Redefined administrative workflows and implemented data-driven strategies, reducing processing times by 25% and increasing overall productivity by 20%.
- **Community Engagement & Cultural Exchange Program**
  Spearheaded a community program that increased cultural participation by 40% through strategic partnerships and targeted outreach initiatives.

Volunteer Experience

- **Digital Literacy Volunteer Trainer**
  Port Said Community Center, 2020 – Present
  Developed and facilitated free digital literacy workshops for local youth and underserved populations, enhancing digital competency by 35%.
- **Cultural Exchange Volunteer Coordinator**
  Local Cultural Festival, 2019
  Organized and managed cultural exchange events to promote community integration and engagement, successfully increasing event participation.

Education

Bachelor of Educational Technology

Port Said University, Graduated in 2020

- Graduated with Excellent and Honors

Certifications & Training

- **TOEFL Certification –** Score: 659 | Year: 2025|Port Said University
- **ICDL Certification** – Issued by Microsoft and recognized by the Ministry of Communications & Cultural Centers
- **Certified Trainer in Educational Technology** – Port Said University
- **Diploma in Human Resource Management** – Port Said University
- **Advanced Leadership & Management Certification** – Port Said University

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Technical Skills

- Microsoft Office Suite (Word, Excel, PowerPoint)
- Adobe Creative Suite (Photoshop, Illustrator, Premiere, InDesign)
- Financial & Organizational Software
- Digital Literacy & ICDL Standards

Languages

- Arabic: Native
- English: Proficient
- French: Intermediate
