

Sara Sameh Hanna

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Education

- 2015 **General Diploma of Computer Education**, Assiut University.
- 2013 **Bachelor of Computer and Information**, Assiut University.

Working Experience

- March 2024 - present **Data & Information Specialist**, University Center for Career Development, New Valley University
 - Diagnose Computer hardware and software problems and provide technical support to students and staff ensuring efficient use of IT resources.
 - Conduct career development workshops (Resume writing, interview techniques, Job search,)
 - Manage the center's social media presence on Facebook, creating engaging content, including videos and posts, to encourage students to subscribe to the center's services.
 - Design and update student's database / statistics to provide data analysis.
 - Conduct student's interview to assess their fit to various courses
 - Coordinate student's files and archive it to be available when needed.
 - Register students on MMP platform and provide technical assistance for smooth usage.
- 2022 : 2024 **Faculty Dean Office manager**, Faculty of physical Education, New Valley University
 - Organized suitable schedule for the Dean to ensure timely execution of all meetings.
 - Coordinated council college tasks resulted in tasks achievement with 100% accuracy.
- 2016 : 2024 **Information Technology Specialist**, Faculty of physical Education, New Valley University
 - Diagnosed Computer hardware and software problems.
 - Installed electronic remark test grading OMR Software and trained the staff on how to use it resulted in quickly grading and decrease grading collection time.
 - Registered students and staff on MYCOURSE platform and provided students and staff support on how to use it resulted in helping them in online learning.
- 2014 : 2015 **Back office agent**, Rizkalla company, Orange communications project
 - Reviewed customer data through Oracle Siebel System.
 - Provided excellent customer service resulted in greater customer satisfaction.
- 2013 : 2014 **Web Developer**, Red Sea Egypt Travel Agent
 - Successfully developed company website & updated company data on it.
 - Installed website chatting feature resulted in increased company customers.

Relevant Courses

- 2025 **Facilitating Career Development Training**, AUC, National Career Development Association
- 2013 **WordPress and Web Design**, Express Assuit Academy
- 2012 **ICDL**, Assuit University

Skills

- **Language:** Arabic mother tongue and very good in English.
- **Computer:** Proficient user of Microsoft Office applications and video editor programs.