

RANEEM AHMED ABDELAZIZ

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✉ raneem12ahmed@gmail.com

EDUCATION

Diploma in Specific Education

2011

Suez Canal University

Bachelor in Specific Education

2009

EXPERTISE

Libraries specialist

customer service

ICDL trainer

LANGUAGE

English

Arabic

COURSES

Toefl

English from Berlitz University

English from cambridge

WORK EXPERIENCE

Digital Library

2016- Present

Libraries specialist in port said university (digital library in ictp)

Administrative Coordinator

2014 - 2016

- ◆ working as customer service
- ◆ Creating the course
- ◆ Dealing directly with customers either by telephone, electronically or In person.
- ◆ Handling and resolve customer complains
- ◆ Obtaining and evaluate all relevant information to handle inquiries And complaint.
- ◆ Processing orders, forms, applications and requests
- ◆ Keeping records of customer interactions and transactions Recording details of actions taken
- ◆ Communicating and coordinate with internal departments
- ◆ Following up on customer interaction

ICDL trainer

2016 - 2017

at the University of Port Said (free lancer)

Ministry of Communications Scholarship for Programming

2010 - 2013

Xhtml+xml

ICDL

SQL Server 2008

C++