

# NESMA MAGDY TAMMAM

Al Yarmouk, Sharjah, United Arab Emirates

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## CAREER OBJECTIVE

To obtain a position with a reputable organization where I can leverage my administrative, customer service, and data management skills contribute to the company's success and develop my career.

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## WORK EXPERIENCE

### Customer Service | Sutherland

Aug 2021 - Jan 2026

Call center agent for Schlumberger account (journey management).

### Office Manager | Egyptian American Book Center

Nov 2019 – Aug 2021

- Managed office operations, data entry, and official documentation. Created stock lists, sales reports, and invoices.
- Responsible for social media and email marketing. Supervised sales activities in stores and school book fairs.

### Information Specialist (Database Dept.) | Alexandria Center for Library and Multimedia (ACML)

Apr 2019 – Oct 2019

- Handled online databases and client quotations
- Prepared papers for school tenders and managed follow-ups via email.

### Secretary | Easy Tutorials

Jul 2018 -Apr 2019

- Coordinated project tasks, ensuring adherence to engineering standards and regulations. Conducted comprehensive project analyses, identifying and rectifying discrepancies in engineering designs.
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## EDUCATION

Bachelor of Arts

2014 -2018

Department of Library and Information Science, Alexandria University

Final Grade: Good

- Training at Alexandria University Library and Center Library of Alexandria University. .
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## **COURSES & TRAINING**

*General English – Ministry of Defense Language Institute (2015 – 2016)*

*MOS – Ministry of Defense Information Systems Institute (2018)*

*Content Marketing – ICAN (2020)*

*Soft Skills – AMDIEST (2016)*

*Dewey Classification – Library of Alexandria (2015)*

*Anglo American Cataloging – Library of Alexandria (2015)*

*Mark21 Part 1 s 2 – Library of Alexandria (2016)*

*Objective Cataloging – Library of Alexandria (2017)*

*Workshop: The Role of Libraries in Development under the UN Agenda – Library of Alexandria (2017)*

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## **SKILLS**

*Microsoft Office (Word, Excel, PowerPoint)*

*Social Media & Google Drive*

*Data Entry & Office Management*

*Customer Service & Communication Skills*

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## **LANGUAGE**

*Arabic – Native*

*English – Advanced (C1)*

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## **VOLUNTEERING & ACTIVITIES**

*Active member in multiple university committees including Encephalon, Dleel Commerce, and SMS events. Organizer in various cultural and educational events such as Science Festivity, Big Read, Biovision, and World Food Day (2016–2019).*