

Hedya Sayed

EXPERIENCE

CUSTOMER SERVICE

Inertia marketing solutions 2020

Handled customer complaints and provided appropriate
Ensured customer satisfaction and retention.

Customer Support Agent

I.M.C.T Group 2020

Answered and made calls to inform customers about training
training courses provided assistant and support in the
registration process.

Teaching Assistant

Helwan University,
faculty of Arts Chinese
department 2021~Now

Responsible for the preparation and delivery of Chinese
lectures and seminars. Responsible for conducting Chinese
research. Developed, evaluated, and graded examinations,
assignments, papers, and record grades, Assisted with data
entry and other administrative tasks, Provided individualized
instruction to students as needed, Collaborated with
teachers and other staff members to devise student-centered
learning plans.

PERSONAL INFO

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WeChat: hedyal998

cairo, Eavpt

EDUCATION

- Helwan University 2017~2020
bachelor's degree holder in
Chinese language
- Cairo University 2021~now
master's degree holder in
Chinese literature

SKILLS

Management

Teamwork

Creativity

Flexibility

Leadership

LANGUAGES

Arabic

English

Chinese

COURSES & ACTIVITIES

- listening and conversation Chinese courses
- Attended Workshop on "Essential Language Features of Scientific Research Writing"
- Attended a summer camp in China and studied for two weeks at Peking University
- Participated in the "Decai Cup" Egyptian Chinese Teachers Essay Competition

