

Shams Elbanna

EXPERIENCE

TOUR GUIDE

Aug 2017 ~ Jun 2018

plan and implement scheduled activities for guests at an establishment or on a tour. They curate a standard itinerary, making minor adjustments based on the group's demographic and preferences. Tour guides inform tourists about a location's common practices, history, and prohibited acts.

CUSTOMER SERVICE

Fission Technology Co.
Jun 2018 ~ Sept 2018

Handle customer complain and provide alternatives or solutions to ensure resolution of complaints.

USER EXPERIENCE

Fission Technology Co.
Oct 2018 ~ Apr 2019

Conduct user research to understand user needs, motivations, and behaviors.

CONTACT

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cairo, Egypt

ABOUT ME

Dedicated Arabic-Mandarin Chinese translator with 7 years of experience working in professional and scientific communities.

EDUCATION

- Helwan University 2014~2017
Bachelor Degree holder in Chinese language
 - Cairo University 2020~2024
Master's degree holder in Chinese literature
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SKILLS

Management
Leadership
Team work
Flexibility
Problem Solving

LANGUAGES

Arabic
English
Chinese

BUSINESS DEVELOPER

Fission Technology Co.

Apr 2018 ~ Nov 2018

include identifying potential clients, performing competitive analysis, promoting new product development, preparing reports, developing growth strategy, arranging meetings with prospective clients, preparing sales Contracts, keeping track of revenue, invoices and sales, building long-term relationship with current and potential customers and transforming entry level staffs into a valuable salesperson.

ASSISANT LECTURER

Helwan University, Faculty of Arts

Nov 2018 ~ Now

Responsible for the preparation and delivery of Chinese lectures and seminars. Responsible for conducting Chinese research. Developed, evaluated, and graded examinations, assignments, and papers, and record grades. Maintained a friendly and professional relationship with students.

CERTIFICATES

HSK5

TOEFL

FDTC