

KAMELIA MOHAMED MOUKHTAR

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JOB

Instructional Designer in Benha University since April 2010 till now.

EDUCATION

2002-2006	Banha University	Qalubia, Egypt
▪ Faculty of Education , Biology Dept.		
▪ Grade: very good		
2006 – 2007	Banha University	Qalubia, Egypt
Occupational Diploma , Educational Technology Dept.		
Faculty of Education		
Grade : very good		
2007 – 2008	Banha University	Qalubia, Egypt
Private Diploma , Educational Technology Dept.		
Faculty of Education		
Grade : very good		

SKILLS

Computer Skills:

- Excellent Knowledge of MS OFFICE
- Very Good Knowledge of (Internet explorer – outlook).

Language Skills:

- Native language Arabic
- Good command of both written and spoken English.
- Fair command of both written and spoken French.

EXPERIENCE

Mar 09– Jun 09 Basic Business Skills Acquisition (BBSA) Cairo, Egypt
Sponsored by the Future Generation Foundation (FGF)
Training (Trainee)

- Developed Language and Computer Skills
- Enhanced Presentation & Project Development Skills
- Acquired Basic Business Skills including: Marketing, Sales, Banking, Accounting, Business Correspondence and Report Writing.

March 09-Jun 09 Dale Carnegie seminar (DCS)
Sponsored by the Graduate Resource Program (GRP)

Communication:

- Developed human Relations and Communication Skills

Customer service:

- Interpersonal Skills
- How to handle internal customer
- The different types of customers and how to approach each of everyone of them

Negotiation:

How to negotiate with the customer

- Basic Negotiation skills
- Negotiation Styles and Tactics
- Reading body language

Complain workshop:

How to handle a complain workshop

- Find more than one solution for a complain
- How to handle irale customer

INTERESTS

Handball, Music , and traveling

PERSONAL INFORMATION

Date of Birth: 24/1/1985

Marital Status: Single