

# NERMEEN ZAKARIA

Qulyubia, Egypt | 01276770475 | nrmynzkrya605@gmail.com

## PROFESSIONAL SUMMARY

Ambitious and highly motivated Business Administration graduate with a strong foundation in Agricultural Cooperation. Proven ability to handle administrative tasks, technical documentation, and customer relations. Skilled in Microsoft Office Suite and team coordination, with a commitment to continuous professional development and cross-functional collaboration.

## WORK EXPERIENCE

### Customer Service Representative | Raya Company

Three-Month Contract

- Service Excellence: Delivered high-quality customer support, ensuring efficient problem resolution and client satisfaction.
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- Communication: Utilized advanced communication skills to handle inquiries and maintain professional service standards.
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- Adaptability: Successfully managed tasks under pressure while maintaining accuracy in a fast-paced corporate environment.

### Volunteer | FAO (Food and Agriculture Organization)

January 2025

- Collaboration: Actively participated in community and field initiatives, contributing to team goals and project execution.
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- Operational Support: Assisted in organizational tasks and fieldwork, demonstrating strong initiative and learning agility.

## CORE SKILLS

- Management: Time Management, Problem Solving, Team Leadership, Decision Making.
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- Technical: MS Office Expert (Word, Excel, PowerPoint, Access), Google Workspace (Forms, Sheets).
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- Soft Skills: Effective Communication, Critical Thinking, Leading Teams, Fast Learning, and Teaching.
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- Specialized: Human Resources (HR) Principles, Strategic Planning.

## CERTIFICATIONS & TRAINING

- MBA Candidate: Currently pursuing (Expected completion January 2026).
- Professional Development Sessions: Time Management, Effective Leadership, Human Resources, and Decision Making in the Workplace.
- Strategy & Logic: Strategies for Critical Thinking and Decision Making.

## EDUCATION

- Bachelor of Agricultural Cooperation
- Higher Institute of Agricultural Cooperation
- Graduation Date: May 2025

## LANGUAGES

- Arabic: Native
- English: Level A2
- German: Level A1 (Certified Feb 2026)

## LANGUAGES

- Date of Birth: June 30, 2003
- Nationality: Egyptian
- Marital Status: Single