

Nourhan Hanna

280 Oak Tree Blvd, Christiansburg, VA, 24073 | nourhan@vt.edu | 540-392-3550

Objective

- *I am Seeking a Position in the IT Consulting or Supply Chain Management or Project Management, Financial Analyst, Insurance Agent, Bank advisor, Teller*

Education

- *B.S., Business Information Technology – Operations & Supply Chain Management at Virginia Tech, December 2015*
- Related Course Work:
 - Personal Computer Business (Excel Formulas, Access, Macros, Word, Power point, VBA, HTML, Microsoft Windows).
 - Project Management, (Microsoft Excel 2013 with the Analysis ToolPak and Solver Add-in, SQL.
 - MS Project, Planning, Scheduling, Decision Modeling
 - Sales & Operation Planning, ERP, MRP, SPC/SQC
 - Software Experience (Java, BlueJ, Bizagi Modeler, Quickbooks, Tableau, Minitab 17, Visual Studio, Arena, Visio).
 - Business law, Macroeconomics, Statistics, Marketing, Finance Concepts and Skills, Financial Accounting (FIFO, accounting for manufacturing operations), programming, Public speaking (A+ on all my speeches).

Experience

- Intern-Ship at Coptic Orphans Association (Summer 2015)
 - Assistant Accountant and IT
 - Did Accounting & Finance work- Adjusted Entries on Quickbooks.
 - Helped the IT Team with solving Technical issues (Programs, Anti Virus)
 - Organized files by month and year for each year for 5 different countries
 - Filed data, Taxes, Bookkeeper.
- Quality Inspector at Federal Mogul Warehouse
 - Inspected more than 5,000 pieces a day, keeping track of Quality as well as Quantity.
 - Trained New Employees
 - Worked with Different Teams everyday
 - Filed paper work for the batches to keep track of the due dates
- Intern-Ship at Vector (Marketing Company)
 - Schedule appointments with Clients using Emails and phone calls
 - Meet Clients, Present our products to them
 - Had a very high rates of Sales (received Bonuses + commissions)
 - Deposit checks to the company's bank account
- Intern-Ship at Tripda (Campus Ambassador at Virginia Tech) Fall 2013
 - Organized and Implemented several Successful Advertisements on Virginia Tech campus to introduce the company to the students.
 - Arrange Trips for students to reduce their costs of travels, Make new friends, share rides.
 - Create Surveys and collect feedbacks from students.
 - Had a conference call with my team every couple days to check what each one did and what's to do next.
- Customer Service Representative at Dish Network
 - Answered phone calls, scheduled appointments for technicians to go to customer's houses.
 - Helped customers understand and pay their bills over the phone
 - Upgraded or downgraded the service to keep customer's satisfaction
 - Helped customers solve any technical difficulties over the phone
 - Excellent abilities at solving problems with a friendly attitude
 - Sales offers to customers (received bonuses for having a high percentage of sales)
- Manager at McDonalds for 3 years
 - Managed Cash registers, deposits.
 - Trained New Employee.
 - Was responsible for a team of 23 people to do their work
 - Demonstrate effective communication skills to meet customer's satisfaction
 - Excellent abilities at solving problems
 - Do paper works for employees

- Was in charge to providing or receiving products from other stores and do the paper work required to keep track of our inventory
- Customer Service Representative at Avon company
 - Schedule meeting with clients
 - Present our products
 - Ordered products online as needed and ship them to each customer according to their order
 - Filling order forms and Receipts to customers
- Cashier Virginia Tech Dining Hall (D2)
 - Manage cash registers, Deposits, paperwork
 - Responsible for the Vegetarian shop to prepare food for vegetarian students
 - Direct Students toward their Duties
 - Prepare food, take temperatures, Provide Excellent Customer Service

Leadership

- President of the Coptic Orthodox Christian Association at Virginia Tech
 - Created the club
 - Organize meetings, Trips
 - Arrange social gathering and activates
 - Arrange conventions with other school such as UVA & VCU

Skills

- Very friendly and social
- Like to meet new people
- Work in teams on projects
- Like challenges & learning new materials
- Excellent abilities at solving problems the right way
- Fluent in Arabic (Speaking, Reading, Writing)

References

- Provided upon request, as well as letters of recommendations