

Khadeeja Badreldeen

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Place of Birth: Egypt

Birthdate: 31/05/2004

Citizenship: American Egyptain

Education

Cairo University	2021-2022
Major:	Psychology
GPA:	80.4% (Egypt)

SDK Academy, Giza, Egypt **Sep. 2022 – 2023**

- *Completed A2 and B1 courses in German*

Experience

2025–2026	Server <i>**Applebee's — North Olmsted, Ohio, USA**</i> • Provided customer service in a fast-paced restaurant environment • Handled orders and ensured efficient service delivery Developed teamwork and communication skills in a high-pressure environment
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2024 – 2025	Tour Operator / Customer Support (German Market) <i>**Alliance / Cockpit (Startup under Cockpit Group) — Cairo, Egypt**</i> • Worked in German-language customer support for travel services • Managed emergency hotline for German customers during night shifts • Used operational and accounting systems in German • Assisted in training and onboarding of new employees Among the first employees during the company's early development phase
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2023 – 2024	German Customer Service Representative <i>**Transcom — Giza, Egypt**</i> • <i>Provided customer service for a German-language account</i> • <i>Communicated with customers via phone and email in German, English, and Arabic</i> • <i>Handled approximately 90+ customer interactions per day</i> • <i>Resolved complaints efficiently under time pressure</i> • <i>Developed strong communication, multitasking, and problem-solving skills</i>
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Extracurricular Activities

2021 – 2025	Socratic Method & Philosophy Program <i>**Bayt El Hayah (Byet El Hayah Institute) — Cairo, Egypt**</i> • <i>Participated in structured seminars based on the Socratic method</i> • <i>Engaged in critical thinking and philosophical group discussions</i> • <i>Developed logical reasoning, argument analysis, and structured debate skills</i> • <i>Discussed topics related to ethics, knowledge, and human behavior</i>
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Language

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- **Arabic — Native**
 - **English — Fluent**
 - **German — B2**