Holds a Bachelor degree and has over 11 years hands-on experience working in communication field.

PERSONAL DATA

Nationality	:	Egyptian
Birth Date	:	09/06/1985
Gender	:	Male
Marital Status	:	Single
Residence	:	Maadi, Cairo

EDUCATION

	:	Bachelor degree, Helwan University, 2008

LANGUAGES

Arabic	:	Native Language
English	:	Excellent

COMPUTER SKILLS

	:	Windows, MS Office (Word, Excel, Power Point), Internet
	:	Network installation and maintenance
	:	MS Project
	:	Java programming language

TRAINING COURSES AND CERTIFICATIONS

	:	PMP (Project Management Profession) PMI No: # 1801387, PMI (Apr. 2015).
	:	CCNA-80H (Cisco Certified Network Associate), Cairo University (May 2008).
	:	Communication Skills, Raya Academy (Jun. 2011).
	:	Mobile communication package (GSM & UMTS), Hawawi (Sep. 2008).
	:	Java programming language, YAT Academy (Oct. 2008).

CHRONOLOGICAL EXPERIENCE RECORD

Dates	:	From Jun. 2016 till now
Employer	:	Arab African International Bank
Project	:	T24 core banking system implementation

Job title	**:**	T24 Release & Operation Officer
Job Description	**:**	• T24 environment creation.
		• Third party interfaces.
		• Data migration and reconciliation.
		• T24 system administration.

Dates	**:**	From Dec. 2013 till Jun. 2016
Employer	**:**	Union National Bank Egypt
Projects	**:**	• New ATM interface implementation
		• Upgrade T24 browser
		• Upgrade core banking system (current project)
Job title	**:**	T24 Release & Operation Officer
Job Description	**:**	• Manage release plan cycle.
		• Watch timelines and deliverables.
		• Facilitate, coordinate, monitor and report.
		• Monitor project risks.
		• Producing stage plans, highlight reports, risk logs and requests for change.
		• Acting on client feedback.
		• T24 operation team member.
		• Run daily COB (close of business).
		• Develop in core banking system.
		• Fix close of business issues.

Dates	**:**	From Feb. 2013 till Nov. 2013
Employer	**:**	Vodafone
Job title	**:**	Technical Support Representative
Job Description	**:**	• Act as a first line of support to all VF Egypt Data users' inquiries (technical / billing / I-care / USB).
		• Provide relevant and accurate information (Services, Products & Policies).
		• Follow up with second line of support to make sure that all escalated problems will be solved in the appropriate time.
		• Provide customer with appropriate options/right suggestion.
		• Handle customer's escalations.

Dates	**:**	From Sep. 2009 till Jan. 2013
Employer	**:**	RAYA Trade Best Service (Nokia Care)
Job title	**:**	Maintenance Engineer
Job Description	**:**	• Analyzing and troubleshooting faults in cell phones.
		• Involve fixing any Nokia devices, it also includes performing routine action which keep the device in working order or prevent trouble in arising.
		• Run team's KPI and follow up with team members to achieve team's KPI.