

Holds a B. Sc. in Information System and has over 8 years experience in Sales support & team operations.

PERSONAL DATA

Nationality : Egyptian
Birth Date : 09/09/1989
Gender : Male
Marital Status : Married
Residence : Nasr City, Cairo

EDUCATION

: B. Sc. in Information System, Helwan University, 2010

LANGUAGES

Arabic : Native Language
English : Very Good

COMPUTER SKILLS

: Windows, MS Office (Word, Excel, Power Point), Internet
: MS Visio
: Application & Web Tools (ASP.NET, HTML)
: Data Base Tools (SQL Server 2005, SQL Server 2008)

TRAINING COURSES AND CERTIFICATIONS

: INTERN at AGIBA Petroleum - Cairo (Jul. 2009): Installed both client and server windows operating systems (Win XP, Windows 7, Windows Server 2003, Windows Server 2008), Installed and configured DC, DNS, DHCP, Implemented profiles, group policies Creation and Managed User Accounts in Active Directory services and additional Domains.

CHRONOLOGICAL EXPERIENCE RECORD

Dates : From Jan. 2019 till now
Employer : Global Marketing
Job title : Sales Support Manager

Job Description :

- Support Sales Team to get the deals done with exhibitors.
- Provide sales team with selected conferences and exhibitions sheets daily in coordination with operations manager.
- Make their special pricing requests to provide customers with good hotels at the right price range.
- Cooperate with sales manager to overcome any difficulties facing sales agents.
- Act as the Connection bond between operations and sales teams.

Dates : From Sep. 2018 till Dec. 2018

Employer : Global Marketing

Job title : Operations Manager

Job Description :

- Manage the operation team of 5 Agents to ensure perfect exhibitions & conferences organization and smooth operation.
- Ensure smooth hotel reservations with best prices and convenient locations for exhibitors.
- Ensure that employees are representing the company in a professional way.
- Assist HR in recruiting & selecting suitable employees and ensure they are efficiently on boarded and well coached on the job.
- Identity problems and mistakes for the company and work to resolve it.
- Review regularly monthly reports and make analysis accordingly.

Dates : From Feb. 2014 till Aug. 2018

Employer : Exhibitors Housing Services

Job title : Operations Manager

Job Description :

- Manage the operation team of 5 Agents to ensure perfect exhibitions & conferences organization and smooth operation.
- Ensure smooth hotel reservations with best prices and convenient locations for exhibitors.
- Ensure that employees are representing the company in a professional way.
- Assist HR in recruiting & selecting suitable employees and ensure they are efficiently on boarded and well coached on the job.
- Identity problems and mistakes for the company and work to resolve it.
- Review regularly monthly reports and make analysis accordingly.

Dates : From Jul. 2012 till Jan. 2014

Employer : Exhibitors Housing Services

Job title : Operation Agent

Job Description :

- Handle Hotel Reservation for Exhibitions & Conferences all over the world.
- Handle tough negotiations to bring in the best list of hotels around the world.
- Maintain & update the database for Hotel lists with secured prices in all seasons using Microsoft Office.
- Working with vendors and suppliers online to get the best hotel rooms prices.

Dates : From Mar. 2012 till Jun. 2012
Employer : Raya Contact Centre (Nokia Care)
Job title : Software Engineer
Job Description : Responsible for New Software Update called (Belle) which is compatible with Specific Mobile Phones Like (C7, N8) using Nokia Suite.