

Holds a B. Sc. in Electrical Power & Machines Engineering and is looking to gain experience in his field.

PERSONAL DATA

Nationality : Egyptian
Birth Date : 01/07/1989
Marital Status : Single

EDUCATION

: B. Sc. in Electrical Power & Machines Engineering, Ain Shams University, 2011

LANGUAGES

Arabic : Native Language
English : Very Good
German : Fair

COMPUTER SKILLS

: Windows, MS Office (Word, Excel, Power Point), Internet
: Programming: Matlab, Microcontroller
: AutoCad

TRAINING COURSES AND CERTIFICATIONS

: Training for one day in Schneider Electric (Apr. 2011) by APEC, 11 visits program.
: Training in North Cairo for Electricity Distribution Company, Jul. 2010.
: Training for one day in Schneider Electric (Mar. 2010) by APEC, 10 visits program.
: Training in the Production Department of PEPSI COLA – EGYPT, summer 2008 (14 days).

CHRONOLOGICAL EXPERIENCE RECORD

Dates : From Sep. 2011 till now
Employer : Raya Contact Center
Project : Banque Du Caire
Job title : Customer Service Agent

- Job Description** :
- Worked at Raya Contact Center as Account Advisor on Siebel Application.
 - Worked at Banque Du Caire as a Call Center & Card Center Agent (Debit Cards, Credit Cards, Payroll Cards).
 - Exporting all the reports on Cisco Application, also I have a very good knowledge about how to export all the reports from CRM Application.
 - Good knowledge on I-Felix Application.