

Holds a Bachelor of Law and has about 20 years' experience, including 10 years working in document control.

PERSONAL DATA

Nationality : Egyptian
Birth Date : 18/09/1983
Gender : Male
Marital Status : Married
Residence : Cairo

EDUCATION

: Bachelor of Law, Ain Shams University

LANGUAGES

Arabic : Native Language
English : Excellent

COMPUTER SKILLS

: Windows, MS Office, Internet

TRAINING COURSES AND CERTIFICATIONS

- : Preparing MCITP, CCNA.
- : Preparing Cisco Certified Voice Professional.
- : Cisco Networks courses:
 - Cisco Certified Network Associate.
 - CCNA in YAT Education Center.
 - LAN and Wan configuration.
 - Routing and Switching.
 - Troubleshooting Cisco Routers and Switches.
 - Troubleshooting the mid-size networks.
- : Microsoft Certified Technology Specialist (MCTS): Windows Server 2008 Active Directory, Configuration (YAT Education Center):
 - Can manage from 250 to 5,000 or more users.
 - Manage multiple physical locations, multiple domain controllers.
 - Manage network services and resources such as messaging, databases, file and print, firewalls, Internet access, an intranet, Public Key Infrastructure, remote access, remote desktop, virtualization, and client

computer management.

- Manage connectivity requirements such as connecting branch offices and individual users in remote locations to corporate resources, and connecting corporate networks.

CHRONOLOGICAL EXPERIENCE RECORD

Dates : From Jan. 2020 till now
Employer : Emaar Misr
Job title : Document Controller
Job Description :

- Coordinate all activities related to the Document.
- Control procedure, including technical documents, drawings, and commercial correspondence.
- Input document data into the standard registers ensuring that the information is accurate and up to date.
- Prepare documentation for handover to the maintenance team.
- Generate the various document control reports as required.
- Typing of site documents, and follow up of all the site needs.
- Make sure that controlled copies of latest approved documents and drawings are given to the appropriate staff, subcontractors and suppliers as applicable.
- Maintain updated records of all approved documents and drawings and their distribution clearly.
- Maintain the documents you are responsible for are under safe custody without any damage or deterioration with easy traceability.
- Maintain the files and control logs as required by the project.

Dates : For 3 years
Employer : Construction & Re-Construction Co. (CRC)
Job title : Document Controller

Dates : For 1 year
Employer : GS Petroleum Co.
Job title : Document Controller

Dates : For 3 years
Employer : Benaya Engineering Co.
Job title : Document Controller

Dates : For 3 years
Employer : Etisalat Dubai Technical Support Queue & Back Office Queue
Job title : Supervisor
Job Description :

- Manage a team of call center agents.
- Be available to affect the entirety of the team's operations.
- Manage by walking around. Be visible to answer questions.
- Take calls that your agents can't handle and be available when an agent appears to need assistance.

- Monitor queue and track inbound calls. Keep agents aware of inbound calls, calls waiting, abandonment rate, etc.
- Motivate and encourage agents through positive communication and feedback Being available to affect the entirety of the team's operations differentiates a supervisor from senior management.
- To effectively build call center culture, the supervisor is responsible for "on-the-floor" activities, and must be available to assist agents while they are "on-the-floor." Senior management has a role that involves less floor time.

Dates : For 2 years
Employer : TE-Data
Job title : Call Center Team Leader
Job Description :

- Ensure agreed customer service standards are consistently met.
- Consistently monitor staff levels and liaise with management regarding any adjustments required.
- Liaise with other Team Leaders to ensure a consistent approach to management of CC Customer Services Representatives and CC procedures.
- Provide leadership, guidance and support to the CC Customer Services Representatives.

Dates : For 3 years
Employer : Vodafone Egypt
Job title : CSR
Job Description :

- Both Prepaid and Postpaid 888 (COMED and HIGH value customers).
- Directory assistance 2121.
- Vodafone ADSL.
- Supporting and troubleshooting Mobile Phone configuration.
- Supporting the blackberry team.

Dates : For 1 year
Employer : Sketch Engineering Co.
Job title : Surveyor