

Holds a B. Sc. in Commerce (Accounting) and has over 2 years hands-on experience working as Web Admin, Cost Accountant and Customer Services.

PERSONAL DATA

Nationality : Egyptian
Birth Date : 17/10/1991
Gender : Male
Marital Status : Single
Residence : Cairo

EDUCATION

: B. Sc. in Commerce (Accounting), Ain Shams University, 2012

LANGUAGES

Arabic : Native Language
English : Very Good

COMPUTER SKILLS

: Windows, MS Office, Internet
: Install, configure, operate and troubleshoot medium-sized local area networks, wide area networks, as well as wireless networks.
: Knowledge of routed protocols (IP, IPv6) and routing protocols (RIP, RIP v2, EIGRP, OSPF).
: Excellent knowledge LAN switching, VLANs, Ethernet, Access Control Lists (ACLs) and network security.
: Configure Serial Line Interface Protocol, Frame Relay, Cable/DSL, PPP, HLDC.

TRAINING COURSES AND CERTIFICATIONS

: Berlitz English course (5 levels).
: EFE Program.
: Diploma in Computer Science at El.Sadat Academy, Network Department.
: CCNA Certificate (grade 982).
: E-Commerce and Human Development Diploma, Ain Shams University, ICDL.
: MCSA server administrator 2012.

- : The Education Development Program for Egyptian Universities (EDU Egypt) (from Feb. till Aug. 2012): Full time daily course based on English language, Course contents: Soft skills (communication, presentation, team work, negotiation, time management).
 - English Language with native speakers.
 - Microsoft Office 2010.
 - Workplace Success.

CHRONOLOGICAL EXPERIENCE RECORD

Dates : From Dec. 2013 till Oct. 2014
Employer : ET-Tounsi Group
Job title : Web Admin
Job Description :

- Charge of maintaining and developing the company's website.
- Charge of Editing and add advertises to the websites.

Dates : From May 2013 till Sep. 2013
Employer : Union Aire Group, El-Fouad Company
Job title : Cost Accountant
Job Description :

- Recording the rest of materials of our distributors from contracts.
- Recording the reward of our employee who helps the engineer in every single contract.
- Recording and review the commission of our employees in every contract.
- Recording the maintenance bills.

Dates : From Aug. 2012 till Apr. 2013
Employer : Wasla Company
Job title : Customer Services
Job Description :

- Responded to telephone inquiries, providing quality service to Vodafone customers.
- Assisted customers effectively by solving customer disputes.
- Strive for quick complaint resolution commended by supervisor for the ability to resolve problems on the first call and avoid escalation of issues.