

Has about 13 years' experience working mainly in marketing, but also in Customer Service & Call Center.

PERSONAL DATA

Nationality : Egyptian
Birth Date : 23/06/1988
Gender : Male
Marital Status : Married
Residence : Giza, Cairo

EDUCATION

: Bachelor of Arts in Linguistics, South Valley University, 2009
: Armant Secondary School for Boys, 2005
: College Diploma in Digital Marketing, DM Arts Academy, 2018

LANGUAGES

Arabic : Native Language
English : Fluent

COMPUTER SKILLS

: Windows, MS Office (Word, Excel, Access), Internet

TRAINING COURSES AND CERTIFICATIONS

: Social Entrepreneurship Skills (Oct. 2012).
: TOEFL (Score: 550) (Jan. 2010).
: TOT at South Valley University (Jul. 2009).
: Pathways to Higher Education (Behavioral Branch) at South Valley University (Jun. 2009).
: Pathways to Higher Education (Managerial Branch) at South Valley University (Jan. 2009).
: Pathways to Higher Education (Knowledge Branch) at South Valley University (Jun. 2008).
: SOLIYA Connecting Alumni program (Jun. 2008).
: Business Pioneer at South Valley University (May 2008): How to create start up business and grantee the continuity.
: Basics of translation (Jun. 2007).
: Experienced Lecturer and Trainer for English Language (Apr. 2007).

- : Aids training course (Mar. 2007).
- : Conversational English (Score: 75 out of 100) (Nov. 2005).

CHRONOLOGICAL EXPERIENCE RECORD

Dates : From Feb. 2022 till now
Employer : Korashi Group, Cairo (Industry: Information Technology Services)
Job title : Marketing Manager
Job Description : Responsible for customer support and marketing team, set all plans for both teams in terms of marketing multiple projects for mobile apps and website developments specialized in health care.

Dates : From Jan. 2019 till now
Employer : Peerless Digital Marketing, Cairo (Industry: Marketing and Advertising)
Job title : Head of Digital Marketing
Job Description : Handling all digital marketing related topics, setting the strategies, mentor juniors and consultant for external companies.

Dates : From Jun. 2021 till Jan. 2022
Employer : Misr2000 for Medical conferences, Cairo (Industry: Public Relations and Communications)
Job title : E-Marketing Manager
Job Description :

- Responsible for all digital marketing plans on all social media, also responsible for website and mobile app establishing and marketing.
- One of my duties was marketing for the conferences and get new deals for other conferences in the medical sector.
- Doing Market research and apply it on the E-marketing in away get benefit for the company.
- Planning and managing the online campaigns on all platforms.
- Managing the digital marketing team like designers, video graph and moderators.

Dates : From Oct. 2020 till Jun. 2021
Employer : Zollect, New York City - United States (Industry: Healthcare and Medical Services)
Job title : Digital Marketing Manager
Job Description : Handling all Digital marketing operation and supervise all results, Developing the strategies and setting the plans.

Dates : From Feb. 2020 till Jun. 2021
Employer : IGI Holding, Giza – Cairo (Industry: Real Estate/Property Management)
Job title : Call Center Supervisor

Dates : From Oct. 2013 till Jan. 2020
Employer : Vodafone, Cairo (Industry: Telecommunications)
Job title : Senior Customer Service in (Blended Team) planning and development department

Job Description :

- I was a Senior Agent in Blended team - Blended comes from Blender - so we are universal agents acting and handling all areas inside the company and acting also as team leaders, supervisors and projects managers.
- We were supporting all the company like customer service, technical support and the other front-line ques, also back office ques, sometimes we are supporting HR and other managerial teams.

Dates : From Jul. 2016 till Aug. 2019
Employer : DM Arts (Digital Marketing Arts Academy), Cairo (Industry: Education, Consulting Services, Management Consulting)
Job title : Business Planning and Development
Job Description : Doing all Marketing plans and strategies, also support the sales team by doing direct and indirect business development.

Dates : From Aug. 2018 till Jun. 2019
Employer : Methods Designs, Cairo
Job title : Digital Marketing Manager
Job Description :

- Managing the digital marketing team and developing the marketing plan to be digital friendly and to apply the direct marketing via generating new leads and this via Google Ads and social media management, mobile marking and marketing automation was playing the hero role in this part as they were the developed part.
- In my plan so we did the equation of the lowest cost and the highest qualified lead via direct targeting.
- Also, I played a role in setting the customer segmentation so we can do specific plan based on marketing research and clear vision.

Dates : From Nov. 2018 till Mar. 2019
Employer : W2 Group, Cairo (Industry: Management Consulting)
Job title : Digital Marketing Manager
Job Description : Handling all offline and online digital marketing and enhance the client's ROI and settled my team KPIs.

Dates : From Jul. 2017 till Mar. 2019
Employer : Vodafone, Giza - Cairo (Industry: Telecommunications)
Job title : UAT Specialist

Dates : From Mar. 2012 till Jan. 2018
Employer : Alriadi Mohamed Younis Abo Elmaati and his partners company, Cairo (Industry: Sports)
Job title : Translator
Job Description : I was handling incoming and outgoing emails related to all suppliers and customers, sometimes I was handling some financial issues related to the trading process.

Dates : From Jan. 2013 till Oct. 2013
Employer : Surgitech - Shaarani Group, Giza – Cairo (Industry: Medical Devices and Supplies)
Job title : Collection Supervisor
Job Description :

- I was responsible about all the capitals movements, also about the collection of our sales and customers.
- Also, I was handling the tenders and also setting its budget.
- I was managing almost team from 10 runners collecting our payments from the hospitals and private clinics, also I was responsible about setting their targets.

Dates : From Dec. 2009 till Oct. 2012
Employer : Vodafone (Industry: Telecommunications)
Job title : Senior Agent in Customer Care
Job Description : Handling Customers' requests and complaint and also lead teams and giving different training in more than one field like Business English and Customer support.

Skills:

- Advanced in Online Marketing, SEM, Digital Marketing, Leadership Management, Communication, E-Commerce, Business Development, Social Media, Marketing Automation, Search Engine Optimization, Mobile Marketing, Strategic Planning and Google Ad Words Specialist.
- Intermediate in SEO.