

Holds a Licentiate Degree in Law and has over 15 years hands-on experience working as Admin, Coordinator Specialist, Sales Executive, Customer Service Representative and Lawyer.

PERSONAL DATA

Nationality : Egyptian
Birth Date : 18/02/1985
Gender : Male
Marital Status : Married
Residence : Cairo

EDUCATION

: Licentiate Degree in Law, Ain Shams University, 2006
: Secondary Education: Amoon Private School, 2002

LANGUAGES

Arabic : Native Language
English : Very Good

COMPUTER SKILLS

: Windows, MS Office, Internet

TRAINING COURSES AND CERTIFICATIONS

: Attended Mind Map by TE Data (2016).
: Attended Business Knots Session by TE Data (2010).
: Attended Time Management Course provided by TE Data (2010).
: Attended Leadership course at ZEDNY (Nov. 2008).
: Attended planning course at ZEDNY (Nov. 2008).
: Initial training: for Telecom Egypt products and services provided by National Institute for communication (2007).
: ICDL provided by RCC (2006).

CHRONOLOGICAL EXPERIENCE RECORD

Dates : From 2018 till 2022
Employer : [EGYPTROL](http://www.egyptrol.com)
Job title : Commissioning Admin & HR Supervisor

Dates : From Sep. 2008 till 2018

Employer : TE Data

Job Description : • TE Data (Coordinator Specialist) (Workforce section) (from Mar. 2015 till 2018):

- Coordinate new outlets needs in terms of manpower, logistics, equipment, maintenance, routers and other needs to ensure efficient launching and operations.
- Act as a quality control on the Technical Support Specialist and report their failures to the Senior Technical Support Specialist to tackle areas for development and training (through Compare between count of CPE Acceptance Form and count of routers in system).
- Handle the opening a new branches and exchanges offices and coordinate their needs in terms of manpower, logistics, equipment, policies and procedures, forms, brochures, marketing material and other needs to ensure efficient operations and Handle existing branches' renovations/visit branches periodically to check maintenance requirements ensuring adequate work environment for a healthy customer experience.

• TE Data (Sales Executive) (from Sep. 2008 till Feb. 2015):

- Customer Service, follow a series of activities designed to enhance the level of customer satisfaction.
- Handling all customer inquiries and problems which related about internet – broadband – services.
- Interact with managerial, legal, technical and other professionals department to evaluate problems and determined reasonable solutions.
- Evaluate information Received from consumers & determine the appropriate action.
- Handling all presentations of the whole range of company's products.
- Sales: maximize the sales of a company's services in many different settings.
- Coach new comers on TE DATA relevant policies and procedures ensuing knowledge sharing and operations efficiency.
- Helping and supporting the team mates in order to raise the business awareness and team spirit between the team members.

Dates : From Jan. 2008 till Sep. 2008

Employer : Xceed Egypt

Job title : Customer Service Representative

Job Description : • Identify researches, troubleshoots and resolve problems that customers may encounter.

- Communicate with customers, using the latest technology and web based tools, to provide advanced troubleshooting solutions.
- Track and monitor the problem in my team to ensure a timely resolution.
- Identify recurring problems and contribute ideas on ways to better solve these problems.
- Handle customer inquiries, complaints and billing issues with the highest degree of courtesy and professionalism needed to resolve customer issues within one call.

- Offer alternative solutions, where appropriate, with the objective of retaining customers.

Dates : From Mar. 2007 till Dec. 2007
Employer : Delta Communication Company
Job title : Lawyer