

Holds a Bachelor in Commerce and has about 15 years hands-on experience working as Accountant / Transportation Manager / Customer Service Representative.

PERSONAL DATA

Nationality : Egyptian
Birth Date : 01/06/1980
Gender : Male
Marital Status : Married
Residence : Heliopolis, Cairo

EDUCATION

: Bachelor in Commerce, Ain Shams University, 2001
: Secondary Education: Saint George Heliopolis School, 1998

LANGUAGES

Arabic : Native Language
English : Fluent
French : Good

COMPUTER SKILLS

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

TRAINING COURSES AND CERTIFICATIONS

- : English accounting course:
- Definition of accounting and accounting assumption.
 - The double entry method and capital formation and fixed asset.
 - Tax law, such as sales tax, Salaries tax and withholding tax.
 - Adjustment in accounting records of sales and accrual, prepaid expense.
 - Staley of financial statements and how to present this financial statements.
 - Financial and ratio analysis and cash flow statement.

CHRONOLOGICAL EXPERIENCE RECORD

Dates : From Oct. 2015 till Dec. 2016
Employer : Windrose Academy
Job title : Transportation Manager

Job Description :

- Prepare and update bus routes and schedules for all schools in district and develop plan to meet future transportation needs Respond to after-hours emergency calls as needed.
- Operate bus and deliver buses to drivers when breakdowns occur.
- Notify bus drivers, schools, and public of any changes in bus routes and schedules.
- Compile, maintain, file, and present all physical and computerized reports, records, and other documents required in transportation area.
- Implement district's student discipline policies and communicate to students expected behavior when using district transportation.
- Monitor fuel deliveries and distribution Process vehicle repair requests and prioritize work orders.
- Contract for services that cannot be performed in shop.

Dates : From Jun. 2013 till Jan. 2015

Employer : Planet Tours

Job title : Senior Accountant

Job Description : Perform accounting functions as assigned including, but not limited to book, reconcile and report in-force premium, direct written premium and loss fund balance, retro accrual, cash, cash applied to A/R, bad debt allowance and non-admitted A/R on a monthly basis as well as for any GAAP vs. STAT differences. Assist with testing and receive final approval for system reports required for management, financial reporting and general ledger reconciliations.

Dates : From Aug. 2011 till May 2013

Employer : Xceed

Job title : Customer Service Representative – DU account

Job Description :

- Supporting customer for a telecommunication company in U.A.E. Handling customer request & technical support.
- In this job, I have to handle all type of customer's complains, attempt the customer satisfaction for the service within a service delivery time.
- I also gave full information for the products, services & offers offered by the company.
- I deal with several nationalities & mentalities that I have to respect & appreciate.
- During the call, I have to create an event for the inquiry of the customer in full details.

Dates : From Aug. 2008 till Aug. 2011

Employer : Santa Maria Tours

Job title : Branch Manager

Job Description :

- My principle role is to improve efficiency, raise service and reduce overheads by recommending better ways of carrying out tasks.
- Use procedures in order to recommends more efficient alternatives and work measurement which assesses the length of time needed to perform a task.
- The letter is often used to help assess personal requirements, to provide a basis for calculating wage rates.

- People's work areas, the order of work flow in order to reduce the amount of walking and carrying are within my validness.
- I also assess staff efficiency for different jobs and deciding if a task done by one employee could be combined with those of another.
- I discuss problems with other managers to find out the exact requirements.
- Then I connect all necessary information and study the way in which work is carried out.
- I interview employees about the responsibilities and observe them for a period and time doing certain tasks.
- Finally, I prepare a written report with recommendations for management to consider.
- I may present this verbally as a presentation to several managers.
- I am able to relate well to, and enjoy working with, many different types of people.
- Employees being surveyed maybe hostile and suspicious; they may feel that they will be personally criticized or that there jobs are under threat.
- I do some evening and weekend work, according to the needs of the company and working hours of the employees involved.

Dates	:	From Aug. 2002 till Apr. 2008
Employer	:	Santa Maria Tours
Job title	:	Transportation Manager
Job Description	:	<ul style="list-style-type: none"> • I involved in doing the planning, costing, and contracting for the holidays involves deciding on destinations using statistical information taken from reservations records; resorts and types of accommodation (hotels, apartments, and self carting properties) that have done well to date are noted. • My decisions are also based on advice from couriers, resorts representatives, and by checking the market to see who competitors are offering trying to identify market trends is important. • There maybe marked changes from year to year or every few years. • The process of contracting then follows. • This may involve visiting resorts, finding appropriate accommodations, and negotiating prices with owners. • All the costs have to be carefully worked out so that a final price can be put on the holiday. • Marketing holidays involves producing brochures, organizing advertising campaigns, and sales staff visiting travel agencies to ensure that our company's product is being fully promoted. • Meeting deadlines is very important. • Decisions have to be made about the balance of information, the layout, and nature of the details concerning prices, photographs and copy. • The daily working hours are long in order to deal with any problems that may arise affecting departing passengers and to take calls from overseas representatives that require action. • I also employ people in finance and accounting, computing, personal, recruitment and training.