

Holds a B. Sc. in Mechanical Power Engineering and has about 6 years hands-on experience working as Technical Office and Sales Engineer.

PERSONAL DATA

Nationality : Egyptian
Birth Date : 22/08/1988
Gender : Male
Marital Status : Single
Residence : Nasr City, Cairo

EDUCATION

: B. Sc. in Mechanical Power Engineering, Ain Shams University, 2011
: Secondary Education: Memphis Language School, 2005

LANGUAGES

Arabic : Native Language
English : Fluent
German : Fair

COMPUTER SKILLS

: Windows, MS Office (Word, Excel, Power Point), Internet
: Autodesk Inventor
: AutoCAD

TRAINING COURSES AND CERTIFICATIONS

: HVAC design course.
: Autodesk Inventor, 3D Mechanical Solid Modeling (Axon International).
: AutoCAD
: Internship at Badr El Din Petroleum Company, Projects Department (2009).

CHRONOLOGICAL EXPERIENCE RECORD

Dates : From Nov. 2016 till now
Employer : Alumil Egypt
Job title : Sales Engineer (Solar Dept.)

Job Description :

- All indoor sales activities, meeting clients, preparing sales orders, solving instant technical problems.
- Reviewing our daily stocks and make necessary actions to have our warehouse not missing any needed items.
- Follow up with extrusion facilities to avoid running out of items and prepare proper forecasting compatible with our customers forecasting.
- Follow up with regular clients and other sales team members monthly forecasting for Aluminum profiles and accessories.
- Coordination with other members of the sales team and other technical experts.
- Submission of reports covering every visit/project to the management.

Dates : From Jan. 2014 till Nov. 2016

Employer : TAB Egypt – HVAC Test & Balance

Job Description :

- Technical Office Engineer:
 - Initiate deals by quantity surveying the equipments from the as-built-drawing of the project, pricing, create the company's offer & providing the customer with the required documents concerning the company.
 - Numbering scheme for the equipments and adding reference numbers to HVAC system equipments after receiving the purchase order.
 - Follow up on non-confirmed offers and negotiate the terms of the offer to reach an agreement.
 - Finalize the project report and send it to the customer.
 - Providing the customer with the needed clarifications regarding the final report.
 - Assuring all measuring devices are calibrated according to the NEBB standard.
 - Finalizing deals with customers after the project completion financially and technically.
- Site Engineer:
 - Reviewing the as-built-drawing of the project.
 - Supervising the technicians' team responsible for taking the measurements in the project.
 - Assuring accomplishing the project according to its planned time.
 - Testing and balancing the equipments in the project using the appropriate measuring devices.
 - Measuring values in the Test and Balance reports.
 - Adding remarks in the final report and giving notes about the non-achieving equipments.

Dates : From Nov. 2012 till Jan. 2014

Employer : Arabian Engineer Trading Establishment

Job title : Sales Engineer (Outdoor), Dental Units

Job Description :

- Arrange meetings with new and existing customers to discuss their needs, and to explain how these needs could be met by specific products and services.
- Answer customers' questions about products, prices, availability, or credit terms.
- Emphasize dental units features based on analyses of customers' needs and on technical knowledge of the product capabilities and limitations.

- Negotiate prices or terms of sales or service agreements.
- Prepare sales contracts for orders obtained, and submit orders for processing.

Dates : From Jul. 2012 till Nov. 2012
Employer : Tele-Performance Egypt – Tier (1)
Job title : Call Center Representative serving Expedia TD Canada Bank
Job Description :

- Determine requirements by working with customers.
- Determine eligibility by comparing customer information to requirements.
- Inform customers by explaining procedures; answering questions; providing information.
- Calming and reassuring nervous customers.
- Resolve problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems.
- Maintain call center database by entering information.
- Follow up customer calls where necessary.
- Document all call information according to standard operating procedures.

Dates : From Nov. 2011 till May 2012
Employer : Egyptian Engineering Agencies
Job title : Sales Engineer (Indoor), Petroleum Station Equipment Department
Job Description :

- Sell products requiring extensive technical expertise and support for installation and use.
- Plan and modify product configurations to meet customer needs.
- Confer with customers and engineers to assess equipment needs and to determine system requirements.
- Prepare and deliver technical presentations that explain products or services to customers and prospective customers.
- Arrange for demonstrations or trial installations of equipment.
- Create sales or service contracts for products or services.
- Develop, present, or respond to proposals for specific customer requirements, including request for proposal responses and industry-specific solutions.
- Visit prospective buyers at commercial, industrial, or other establishments to show samples or catalogues, and to inform them about product pricing, availability, and advantages.
- Responsible for the showroom of the company and available to answer customers queries.