

**103859-MEC-56Em-E-2014**  
**BMS Sales & Technical Support Engineer**

Holds a B. Sc. in Mechanical Power Engineering and has about 1 year hands-on experience working as BMS Sales & Technical Support Engineer.

## PERSONAL DATA

Nationality : Egyptian  
Birth Date : 11/07/1992  
Gender : Male  
Marital Status : Single  
Residence : Nasr City, Cairo

## EDUCATION

: B. Sc. in Mechanical Power Engineering, Ain Shams University, 2014  
: Al-Malek Fahd Secondary School, 2009

## LANGUAGES

Arabic : Native Language  
English : Very Good

## COMPUTER SKILLS

: Windows, MS Office (Word, Excel, Power Point), Internet  
: Autodesk Inventor  
: Autodesk AutoCAD  
: EES (Engineering Equation Solver)  
: HAP  
: Wind Farmer

## TRAINING COURSES AND CERTIFICATIONS

: New & Renewable Energy Authority (NREA), Nasr City, Egypt, intern (for one month in 2013):

- Reviewed the different sources of renewable energy in Egypt.
- Gained knowledge in the field of photovoltaic cells, solar power plants, biomass and biogas.
- Conducted site visits to El-Kureimat Solar Power Plant.

: Schlumberger, El-Maadi, Egypt, intern (for 2 weeks in 2012):

- Well-testing workshop.
- Maintained sand filter and separator.
- Presentation on the well testing workshop.

- : Helwan Company, Helwan, Egypt, intern (for one month in 2011):
  - Diesel engine Assembly, overall maintenance and testing.
  - Overall maintenance and testing.
  - Gained knowledge about diesel engine Assembly line.
- : ASPIRE, employability skills track (2014):
  - Definition of Leadership.
  - Teamwork and its benefits.
  - The value of every member in the team.
  - How to deal with different personalities.
  - Discovering my interpersonal.

## CHRONOLOGICAL EXPERIENCE RECORD

- Dates** : From Apr. 2016 till now
- Employer** : Advansys for trading and contracting (Johnson controls, Schneider Electric), New Maadi, Cairo
- Job title** : BMS Sales & Technical Support Engineer
- Job Description** :
- Sell the company products and handle customer's problems to achieve the company targets.
  - Studying projects data in order to prepare the technical and commercial offers.
  - Following up with customers in order to keep up with new data and updates.
  - Help the customers to clarify any conflicts and a better understanding for the control system.
  - Preparing complete submittals in order to be revised and approved.
  - Replying on consultant comments.
  - Receive and Advise customers and non-customers in order to satisfy their needs and build a long-term business relationship with them.
  - Follow up with existing and potential customers to attract them.
  - Coordinate with all the company's departments to finalize sales process.
  - Receive, handle and resolve customer complaints in a timely manner to maintain or increase customer satisfaction.
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- Dates** : For 1 year
- Employer** : Egyptian Army
- Project** : Military Service