

Holds a Bachelor Degree (Science/Arts) (English Language) and has more than 7 years hands-on experience working in Customer Service & Call Center.

PERSONAL DATA

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

EDUCATION

: Bachelor Degree (Science/Arts) (English Language), South Valley University

LANGUAGES

Arabic : Native Language
English : Very Good
French : Good

COMPUTER SKILLS

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

TRAINING COURSES AND CERTIFICATIONS

- : I enrolled in part-time Training Programs like Conversational English.
- : I enrolled in a course called Basics of Translation.
- : I passed TOEFL Preparation Course twice.
- : I had and passed the course of "The Effective Presentation".
- : Attending a lot of Workshops and Seminars for Shorthand Writing.
- : I enrolled the training of ICDL.
- : I am taking part in "Soliya Connect Program" an American program for turning the clash of civilization into the bridges of civilization dialogue.
- : Getting on the three certificates of the courses of Human Development (Managerial branch – Knowledge branch – Behavioral branch) from Pathways to Higher Education program co-operating with Center President Mubarak for small projects and American Association Ford.

CHRONOLOGICAL EXPERIENCE RECORD

- Dates** : From Aug. 2009 till now
- Employer** : Vodafone, Telecommunications - Egypt
- Job title** : Senior Call Center Agent
- Job Description** : I worked in consumer and enterprise section and now I am in planning and development section.
- Further experiences** : I am an experience English Language Instructor from Center Future Gate - Luxor which is directed by Notting Hill College - Britain, also assigned a an experienced instructor from the same college.
- Field of experience** :
- Working as an Agent in customer service Vodafone EG.
 - Acting as a Specialist, super technical support, trainer and team leader inside Vodafone EG call center.
 - Working at the Enterprise section as an account angel in Vodafone EG.
 - Acting as a facilitator in Soliya Connect Program.
 - Collection supervisor in Surgi-Tech Company for medical supplies services.
 - Training Specialist in Global Training Academy and the head of the Languages Teaching department (from 2010 to 2012).
 - Working as a Senior Agent in customer care department. Blended team in Vodafone Egypt since 2009 up till now.
 - Working as a freelancer Marketer for many projects outside and inside Egypt also expert in making business plans, strategies and copy writing.
 - Acting as a Project Manager for many association and companies like Golf International Hospital.