

Has about 11 years of proven administrative capabilities and experience in training and project coordination.

PERSONAL DATA

Nationality : Egyptian
Birth Date : 07/02/1985
Gender : Male
Marital Status : Married
Residence : Giza, Cairo

EDUCATION

: Languages and Translation, American University in Cairo (AUC)

LANGUAGES

Arabic : Native Language
English : Very Good
German : Fair

COMPUTER SKILLS

: Windows, MS Office (Word, Excel, Power Point), Internet
: CAD tools

TRAINING COURSES AND CERTIFICATIONS

: Basic supervision management in the Training Center of McDonalds Egypt.
: Training in customer relations department (T3a Pharma Group).
: International Telemarketing Representative (RAYA Contact Center).

CHRONOLOGICAL EXPERIENCE RECORD

Dates : From Jan. 2015 till now
Employer : Confidential Company, Telecommunications – Egypt
Job title : Global Account Manager

Dates : From Jan. 2009 till Nov. 2014
Employer : Future Group, Administration - Egypt
Job title : Project Manager

Job Description :

- Interact with international clients such as Sony, Canon, IBM and Hitachi, analyse their requests for translation, desktop publishing and engineering. Plan how to meet these demands.
- Assign the appropriate resources for translation and desktop publishing set the start and delivery dates for each resource.
- Reviewing samples from the translation and final work to make sure that the quality of work is premium.
- Take and execute corrective decisions during the project cycle and solve problems.
- Deliver training and orientation sessions for junior project managers.
- Evaluate performance of junior project managers and recommend appraisals.
- Attend meetings with corporate management to set strategy and discuss business needs.

Dates : From Dec. 2006 till Oct. 2007

Employer : TE Data, Telecommunications - Egypt

Job title : Sales Account Manager

Job Description :

- Handling all customers inquires & problems which related about internet – broadband - services (ADSL, Websites, Domain Names, Mail accounts & Global IP - VPN Service).
- Interact with managerial, legal, technical and other professionals departments to evaluate problems and determine reasonable solutions.
- Handling all the presentations of the whole range of company's products.
- Evaluate information received from consumers & determine the appropriate action.

Dates : From Mar. 2006 till Aug. 2006

Employer : McDonalds, FMCG - Egypt

Job title : Assistant Store Manager

Job Description :

- Following up on procedures that support sales building promotions during the shift.
- Managing customer complaints.
- Controlling labour, waste, cash and yields while managing shifts.
- Knowing and enforcing all appropriate personal policies, laws, security and safety procedures.
- Managing people.