

# Supervisor

## Contact details

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## Languages:

**Arabic:** Mother tongue.

**English:** Very good.

## Personal skills

Communication at all levels

Hiring and team building

Team management.

Presentation skills

Planning.

Management by objectives.

## Fields of interest

Server management

Devops

Data analytics

Performance management.

Product development.

# AbdElrahman Fathy.

## Personal profile

- Detail oriented have adventurous spirit with tech and business background., skillful in project management and Network performance management, participating in TNCP project of Administrative Capital for Urban Development (ACUD).
- Agile with stakeholders, schedule, cost, change request and documentation management

## Education

- Diploma of Computer Science [Database-programming-network-statistics] 2022-2024.
- Pre-master of Science with very good in 2016.
- Bachelor of Science with very good cumulative grade on July 2013.

## Training and courses

I've received different business courses and training; some examples are mentioned below.

- Project management Diploma in RITI (96 hours).
- Training of service management (TNPM-IBM system)
- Huawei Access network course
- Linux admin one.
- CCNA
- My SQL, C++ and python.
- FTTH and Mobile course
- Apache & Nginx web servers
- ITILV4 course
- Leadership skillset course.
- Innovation management.
- Mini MBA in ECC (Strategic Management-Marketing-Economics-Sales).

## Activities and rewards

- Best Digital support team leader.
- Led AAPG | MI.U.S.C [American association of petroleum geologists | Minia University student chapter] to be the best beginner chapter in Egypt in 2013.
- Marketing member of AAPG | MI.U.S.C in 2012.
- Class leader for 2<sup>nd</sup> and 3<sup>rd</sup> years at university.

## Employment and Experience

- Social media Supervisor for Telecom Egypt ‘full time’.2019
  - ✓ Manage more than 100 social media specialists allocate them on different and suitable channels, run retention campaigns and monitor outcomes of social posts on daily, weekly and monthly basis to adjust the plan and maintain churn rate.
  - ✓ Track competitors and analyze them through social listening team.
- Marketing manager for Telal alaqaria in real estate “Part time”. 2021
  - ✓ Develop strategy, initiate market research projects, manages customer value, set budget for marketing for real time marketing and campaigns.
  - ✓ Plan digital marketing campaigns, and monitor sales and support teams regularly.
  - ✓ Improve existing retention marketing by developing suitable promotions and plans with effective pricing strategy using segmentation analysis.
- Project Planner for Elhamd for contacting for roads and subways. 2015 -2017
- Digital new employee development acting as Supervisor for Telecom Egypt Company.2019