

Ahmed Medhat Amin Abdelfattah

Multilingual Professional | Customer Support | Software Engineering

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Summary:

Experienced multilingual professional with a strong foundation in customer support, marketing, and technical skills, including proficiency in programming languages. Fluent in Italian, English, and Arabic, I excel in effectively communicating and understanding diverse customer needs. I have successfully contributed to prominent companies, leveraging my programming expertise to enhance business operations and customer experiences. With hands-on experience in Python, JavaScript, HTML, and CSS, I am adept at developing innovative solutions and delivering high-quality software products. Additionally, I have a proven track record of providing Italian language instruction at A1 and A2 levels. Passionate about leveraging technology to drive business success, I am eager to bring my diverse skill set to new challenges in software development and programming.

Experience:

Italian B2B Marketing Executive

Webhelp | Athens, Greece

Jun 2022 - Present

Conduct outbound calls to customers to promote and explain the benefits of activating essential settings and features within their accounts.

Persuasively communicate the value proposition and advantages of activating specific settings, addressing customer concerns, and providing tailored solutions.

Utilize active listening skills to identify customer needs and recommend appropriate settings based on their business requirements.

Support Vendor

Vodafone Business | Cairo, Egypt

Mar 2020 - May 2022

Provided outstanding customer service, troubleshooting, and technical support for Vodafone Italia customers within the context of Italian marketing initiatives.

Collaborated closely with the Italian marketing team to align customer interactions with marketing messages and strategies.

Resolved complex customer issues while adhering to Italian marketing objectives, coordinating with internal teams for prompt resolution.

Freelance Italian Language Teacher (A1, A2 levels)

Self-Employed | Cairo, Egypt

2021 - Present

Design and deliver engaging Italian language lessons for students at A1 and A2 levels.

Create interactive and culturally immersive learning experiences to foster language proficiency.

Provide personalized instruction, feedback, and guidance to support students in achieving their language learning goals.

Technical Skills:

- Programming Languages: Python, JavaScript, Java (basic)
- Web Development: HTML, CSS, JavaScript
- Tools & Technologies: Git, GitHub, Microsoft Word, Excel, PowerPoint

Education:

Bachelor of Arts in Italian Language

University of Helwan | Cairo, Egypt

2014 - 2018

ALX Software Engineering Program

Online Program, ALX | Ongoing

Comprehensive software engineering program covering essential concepts and tools in programming and web development.

Curriculum includes in-depth training in programming languages such as C, Python, JavaScript, HTML, and CSS.

Hands-on projects and assignments to build practical skills in both front-end and back-end development.

Emphasis on mastering the fundamentals of software engineering to develop robust and scalable applications.

Expected completion: [8 / 2024]

Skills:

Fluent in Italian, English, and Arabic

Customer support and problem-solving

Sales and marketing strategies

Technical proficiency: Microsoft Word, Excel, PowerPoint

Basic knowledge of networking (CCNA)

Web development: CSS, HTML, JavaScript