

# NADER RAMADAN

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## Professional Summary

Address: Sulimv 4, A221B, 02-678, Warszawa, Poland

Dynamic professional with a robust background in customer service, event organization, and archaeology. Skilled in digital tools like ArcGIS Pro and R, with a proven record of leadership in student organizations and academic committees. Demonstrates expertise in digital archaeology, remote sensing, and teaching assistance. Committed to lifelong learning and contributing to organizational success.

## Work Experience

Archivist – Museum of Warsaw University, Warszawa, Poland (Nov 2023 – Jan 2024)

- Organized, preserved, and provided access to digital and analogue records.

Customer Service Representative – Runners Sports LLC, Dubai, UAE (Oct 2022 – Apr 2023)

- Addressed customer inquiries and complaints while ensuring timely order fulfillment.
- Analyzed and resolved service-level discrepancies.

Customer Service Representative – EMAG, Romania (Oct 2020 – Jun 2022)

- Provided solutions for complaints and tracked customer data through internal systems.

Manager Assistant – Lebnani Snacks Restaurant, Amman, Jordan (Oct 2019 – Sep 2020)

- Supervised teams, managed inventory, and handled customer relations.

Teaching Assistant – Misr University for Science and Technology, Cairo, Egypt (Nov 2015 – Sep 2019)

- Assisted in coursework, supervised field trips, and facilitated academic support for students.

Customer Service Representative – Bernasos Stationery Group, Cairo, Egypt (2014)

- Processed customer orders and resolved complaints efficiently.

Sales Assistant – Azadea, Cairo, Egypt (2012 – 2014)

- Delivered excellent customer service and managed store organization.

## Education

Master's Degree in Archaeology – University of Warsaw, Poland (Sep 2023 – Jul 2025)

Erasmus Study Mobility – Lucian Blaga University, Sibiu, Romania (Feb 2018 – Jul 2018)

Archaeological Field School – Lucian Blaga University, Capidava, Romania (Jul 2018)

Bachelor's Degree in Archaeology and Tourism Guidance – Misr University for Science and Technology, Cairo, Egypt (Oct 2011 – Aug 2015)

- Final Grade: B+

## Certifications

Certificate of Achievement: Summer School in Computer and Geoscience in Archaeology (2024)

- HTW Dresden – University of Applied Sciences

- Topics: Digital Archaeology, Remote Sensing, Digital 3D Documentation, Applied Archaeo-Astronomy, Geographic Information Systems, Foundations in Mathematics and Computer Science.

Web Development Challenger Track – ITIDA & Udacity (2022)

Technical Support Fundamentals – Google via Coursera (2021)

Customer Service Foundation – LinkedIn Learning (2023)

Business Development Foundations – LinkedIn Learning (2023)

Grant Proposal Writing & Research Writing Course – INASP (2017)

HP LIFE e-Learning Courses (2015): Effective Presentations, Energy Efficiency: Do More for Less

Archaeological Illustration Course – Traditional Arts Association (2016)

Principles of Photography in Archaeology – Ministry of Antiquities (2015)

## Skills

Technical Skills: ArcGIS Pro, R/RStudio, Agisoft Metashape, WordPress, WooCommerce.

Languages: Arabic (Native), English (B2 Level).

## **Skills**

Soft Skills: Leadership, communication, teamwork, problem-solving, and project management.

## **Achievements & Volunteering**

Leadership Roles:

- Member, Teaching and Learning Council No. 14 – Faculty of Archaeology, University of Warsaw (2024/2025).
- Vice President, Student Union – Misr University (2011).
- Founder & President, Judicial Council – Misr University (2012–2015).

Event Organization:

- Organized 'Environment Day Celebration' – Misr University (2013).
- Usher for 2nd International Science Conference – Cairo University (2012).
- Organized photo gallery and symposium on Egypt's archaeology and revolutions – Misr University (2011–2012).

Competitions:

- Enactus Egypt National Competitions – Participant (2013 & 2014).
- IEEE Skillfest – Participant (2013).

Training:

- Scientific Research Training – Egypt Scholars (2017).
- Active Citizenship Training – British Council (2017).
- Museum Training – National Museum of Egyptian Civilization (2017).