



Hesham Medhat Mohamed Khalil

Web developer (front-end)



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RELEVANT SKILLS

- ✓ Creative
- ✓ working under stress
- ✓ communication skills
- ✓ Solving Problems
- ✓ Searching for new Technologies

CAREER OBJECTIVE

- ❖ Seeking a position in which I can contribute to the organization's growth and success with the experience and knowledge acquired during my studies.
- ❖ Get more experience with improving of using my skills.
- ❖ Work in challenging position where I could.
- ❖ Utilize my academic education and personal skills in field of logistics and computer science

PERSONAL DATA

- ❖ Birth date: 03/01/1988
- ❖ Nationality: Egyptian.
- ❖ Religion: Muslim.
- ❖ Military Status: Completed.
- ❖ Marital Status: Married.

EDUCATION

- ❖ Bachelor's Degree of Computers and Information Menufeya University.
- ❖ Computer Science Department.
- ❖ General Estimate: Pass.
- ❖ Graduation Project Estimate: Excellent.

Courses & learning

- ✓ Native in Arabic
- ✓ Advanced in English
- ✓ ICDL
- ✓ CCNA
- ✓ Amadeus System
- ✓ Galileo System
- ✓ HTML 1 & 5
- ✓ CSS 1 & 3
- ✓ Bootstrap
- ✓ JavaScript
- ✓ Dom
- ✓ Bom
- ✓ ECMAScript 6
- ✓ React JS

EXPERIENCE

❖ **Web-Developer-Freelancing(Jun.2021- now)**

- i. Meet customer's needs.
- ii. Design and develop html & css (landing-page and e-commerce) web site.
- iii. Using bootstrap to design more attractive sites.
- iv. Deliver dynamic landing page with JS, Html, Css and bootstrap.
- v. Deliver 3 main projects to my customers.

❖ **Flight Consult Support at ElMosafer(Feb.2020 –Oct.2021)**

- i. Answer client questions about travel destinations and accommodations.
- ii. Fulfil specific client requests using .
- iii. Issuance new TKTs for amend flights.
- iv. Refund tickets amount to customer in cancellation according to airlines rules.
- v. Serve them in other service like (adding bag, boarding, split and select seats).
- vi. Research and understand customs and international travel requirements.
- vii. Handling any customer troubles (before, while or after) using the flight.

❖ **Customer Advisor at Etisalat (Jan.2017– Jan.2020)**

- i. Diamond Customer Service Advisor.
- ii. Solving and handling diamond customer's problems via phone and chat.
- iii. Reporting diamond customer's problems to other dep.
- iv. Preparing performance reports and analysis for the team.
- v. Presenting company's offers and products to the diamond customers.

❖ **Logistics Administrator at Orange (April 2015 – July 2016)**

- i. Preparing POs' status for the imported shipments.
- ii. Reconcile between the shipping documents & the issued PO's.
- iii. Preparing the needed reports for the tax team to release the shipments by paying it customs & sales taxes.
- iv. Prepare reports and analysis needed for the fixed assets imported for the monthly, quarterly half year & yearly closing for the technical shipments.
- v. Responsible for E-Recharge finance 2nd approval activities.
- vi. Prepare monthly Report for the E-Recharge Transactions.
- vii. Responsible for creating Transportation Work Instruction.
- viii. Coordination with the transportation agencies (Nacita, MovEx & Suntra).
- ix. Reviewing the monthly invoices of transportation and archiving agencies.
- x. Prepare Monthly accruals for the transportation process.
- xi. Responsible for archiving activities.
- xii. Prepare Monthly accruals for the archiving.
- xiii. Preparing the receipt notes for the transportation and archiving agencies.
- xiv. Preparing transportation analysis (Monthly, quarterly & semi-annually).
- xv. Making a plan for the whole year to reduce transportation costs.
- xvi. Implementing the plan for cost reduction by renegotiating the prices, implementing new changes in some process, etc...
- xvii. Following up with transportation process daily to avoid any delays and any sudden strike problems.

❖ Customer Advisor at Etisalat of Emirates (Nov. 2013 - Feb. 2015)

- i. Prestige Customer Service Advisor.

- ii. Solving and handling prestige customer's problems.
- iii. Reporting prestige customer's problems to HR dep.
- iv. Preparing performance reports and analysis for the team.
- v. Presenting company's offers and products to the prestige customers.

❖ **Customer Advisor at Vodafone (Jan. 2013 - Nov. 2013)**

- i. Customer Service Advisor.
- ii. Solving and handling customer's problems.
- iii. Solving applications and technical (routers - switches) problems.
- iv. Presenting company's offers and products to the customers.

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