



# MAHMOUD EID

ENGINEER AND GERMAN SPEAKER

- Birthdate**  
18-04-1995
- Residence**  
Kafr-Elsheikh
- Nationality**  
Egyptian
- Phone number**  
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- Email Address**  
Mahmoudeid1840@gmail.com
- Github**  
Mahmoud-Mo-ops

## EXPERIENCE

- Xceed**  
11/21 - till Now  
**German Quality Analyst**  
Perform mystery calls to ensure the efficiency of the service. make Quality session with the team to improve their soft and hard Skills
- Xceed**  
01/21 - 11/21  
**German Customer Care Representative**  
Handling the calls of the call center
- Majoral**  
07/20 - 12/20  
**German Customer Care Representative**  
Handling the calls of the call center
- Nile For roads and bridges**  
09/19 - 04/20  
**Civil Engineer**  
Site Engineer .Responsible for the construction of the Horreya Tunnel and Bridge

## EDUCATION

- 07/13 - 07/18**  
**Civil Engineering**  
University, Kafr-Elsheikh  
Graduation with good grades . Graduation Project was about Quality control and monitoring With Excellent

## SKILLS

### Languages

- Arabic
- German
- English

### programming skills

- HTML
- CSS3
- Java Script

### other skills

- Amadeus
- Travel port
- Team Work