



# MAHMOUD GOMA

## PROFILE

"I have graduated from the Faculty of Engineering. I am skilled in HTML5, CSS3, JavaScript, and Bootstrap 5. Additionally, I am certified with the ISTQB CTFL."

## EXPERIENCE

### GERMAN QUALITY ANALYST

"Xceed ,Opodo.de" | since 10/2021

I am accountable for enhancing both the service quality and team performance under my responsibility.

### GERMAN-SPEAKING CUSTOMER SERVICE REPRESENTATIVE

"Xceed ,Opodo.de" | 11/2020 - 10/2021

"Assisting customers in booking flight tickets, modifying flight dates, generating vouchers, and more."

### GERMAN-SPEAKING CUSTOMER SERVICE REPRESENTATIVE

"Majorel ,Amazon.de" | 12/2019 - 11/2020

"Assisting customers with issues related to their orders, including processing refunds, exchanging items, and resolving inquiries."

### CIVIL ENGINEER

"The Nile Company for Road and Bridge Construction" | 09/2018 - 10/2019

"I was responsible for constructing a tunnel and a bridge."

## EDUCATION

### A UNIVERSITY DEGREE IN CIVIL ENGINEERING

Kafrelshikh University in Egypt | 10/2013 - 07/2018

Degree: Bachelor of Engineering

## CERTIFICATION

### Certified Tester Foundation Level (ISTQB CTFL)

- "The CTFL certification signifies a foundational grasp of software testing principles, methods, and practices."

### Completion of Scholarship for Foundation Testing

- "Completing the Testing Foundation track from the Ministry of Communications and Information Technology of Egypt."

### Goethe B2 German Certification

- "The Goethe B2 German Certification is a recognized language proficiency credential awarded by the Goethe-Institute."

## CONTACT

🏠 Egypt, Kafr Elsheikh

☎ +201090432948

✉ Mahmoudeid1840@gmail.com

🌐 <https://mahmoud-mo-ops.github.io/CV-/>

🌐 <https://github.com/Mahmoud-Mo-ops>

## SKILLS

### Computer Skills

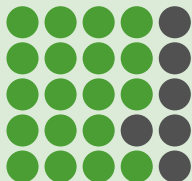
HTML5

CSS3

Java Script

Bootstrap5

Microsoft Office



### Languages Skills

Arabic

German

English



### Human Skills

communicative

Readiness

Self-organized

