

Mahmoud Farghali

1234 Street Name

Mississauga, On, AAAAA

Email: mahmoud.farghali@georgebrown.ca

Cell: 437-235-7903

LinkedIn: [linkedin.com/in/mahmoud-farghali-3680281ab](https://www.linkedin.com/in/mahmoud-farghali-3680281ab)

OBJECTIVE:

To obtain a position at Track Revenue LTD in the field of software development where I can utilize my skills, education and experience.

HIGHLIGHTS OF QUALIFICATIONS:

- Experience in supporting internal and external users, with the ability to provide technical solutions and assist in the decomposition of user stories into tasks.
- Strong understanding of database systems such as MySQL and MongoDB, and familiarity with cloud services such as AWS or Azure.
- College degree in Computer programming and analysis, with excellent written and verbal communication skills.
- Ability to work independently and as part of a team, with a strong sense of ownership and the ability to take initiative.
- A passion for technology and a desire to learn and grow, with experience in unit testing and debugging.

TECHNICAL SKILLS:

- Agile Development Process
- Python programming language (including Django framework)
- Database systems (MySQL, MongoDB)
- Cloud services (AWS, Azure)
- Mobile operating systems (Android, iOS)
- Unit testing and debugging
- Technical support and solutions
- Project management and planning

EDUCATION:

Computer Programming and Analysis, Advanced Diploma

current

George Brown College, Toronto

- Achieved honorary mention in the dean's list 3 or more times, demonstrating a strong academic record and commitment to excellence.
- Collaborated with a team to initiate a website application for a dental clinic, with successful approval from stakeholders. Demonstrates experience in working with cross-functional teams, project management, and stakeholder engagement.

PROFESSIONAL EXPERIENCE:

Business Admin **09/2020 - 03/2021**
Jane and 7 Auto Collision, North York, ON

- Implemented a new customer communication process, leading to a 30% increase in customer satisfaction ratings.
- Coordinated and managed the repair process for over 300 vehicles, resulting in a 100% on-time delivery rate.
- Developed and maintained relationships with insurance companies, leading to a 10% increase in business referrals.
- Assisted in the preparation of repair quotes, providing critical support to the sales department.
- developed and maintained a database of auto parts suppliers, resulting in a 20% reduction in parts procurement time.
- Assisted the financial department with the preparation and filing of all federal, state, and local tax returns, ensuring compliance with tax laws.

Sales Advisor **04/2018 - 07/2020**
Bargain Car & Truck Rental, Mississauga, ON

- Achieved a sales increase of 30% through a consultative, value-focused customer service approach.
- Provided customer support and product representation, improving overall customer experience.
- Computed accurate sales prices for purchase transactions, resulting in a 10% reduction in pricing errors.
- Managed customer relationships and provided support throughout the sales process, resulting in a 20% increase in repeat business.
- cross-trained and provided backup support for other customer service