**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 | * Mobile operating systems (Android, iOS) |
| * Python programming language (including Django framework) | * Unit testing and debugging |
| * Database systems (MySQL, MongoDB) | * Technical support and solutions |
| * Cloud services (AWS, Azure) | * 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.

**Business Admin, Advanced Diploma Arpil/2017**

**Humber College**, Etobicoke

**PROFESSIONAL EXPERIENCE:**

**Business Admin09/2020 - 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 Advisor04/2018 - 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