

# MOHAMED MAHER MOHAMED

OCTOBER GARDENS, GIZA, EGYPT

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- **Date of birth** : 01 October 1990
- **Nationality** : Egyptian
- **Military Status** : Served from (18 Jan 2012) till (1 Mar 2013)
- **Marital Status** : Married

## Experience



Deputy Head of Call Center ▪ Feb 2019 – Till Present  
Egyptian Arab Land Bank ▪ Masr Algdida ▪ Cairo ▪ Egypt

Call Center Supervisor ▪ Apr 2017 – Feb 2019  
Egyptian Arab Land Bank ▪ Downtown ▪ Cairo ▪ Egypt



Mortgage Consultant ▪ Jan 2015 – Mar 2017  
Taamir Mortgage Co. Al Oula ▪ El Mohandseen ▪ Cairo ▪ Egypt



Call center agent ▪ Aug 2014 – Jan 2015  
Wasla outsourcing ▪ Maadi ▪ Cairo ▪ Egypt

Working as customer service agent in blended account for Six different Projects:

Abaza auto trade  / Kandil Egypt  / EIM  / Mahindra  / Yamaha  / Hyundai truck & bus 



Airlines Ticketing Manager ▪ Aug 2010 – Jan 2012  
Saidco travel & tourism ▪ Kafrelsheikh ▪ Egypt



Reservation Agent ▪ Feb 2008 – Aug 2010  
Saidco travel & tourism ▪ Kafrelsheikh ▪ Egypt

## Education

Oct 2007 – May 2011 Bachelor's Degree, Faculty of commerce, , Kafr El-sheikh university, Major: (accounting), Grade: good



Oct 2012 – Jun 2014 Pre master in Accounting , Kafr El-sheikh university

Oct 2008 – May 2010 Diploma in computer science , Elalamia institute for computer science, Grade: excellent



Jun 2014 – Aug 2014 Call center scholarship from ministry of communication & I.T in YAT learning center.



- Cambridge English - Communicating in Business.
- Computer & Typing Skills.
- VELSOFT Business & Soft skills Courseware.
- CCLS (Call Center Learning Solutions) Tech Track.



## Courses & Certificates

-  General English course, American University in Cairo, fall term 2008.
-  ICDL (international computer driving license), Jul 2012.
-  Amadeus international certification with excellent grade, Dec 2011.
-  CCLS (Call Center Learning Solution) international certification, Aug 2014.
-  HP LIFE e-Learning Course on "Basics of Finance", Aug 16, 2014.
-  Mortgage Finance, Egyptian banking Institute (Central Bank of Egypt), Jul 2015.
-  Financial Statement Analysis, Egyptian banking Institute (Central Bank of Egypt), Aug 2015.
-  Advanced Conversation English Level 3, Modli, Sep 2015.
-  Coldwell banker Commercial Professional Real-estate Certificate, 2016.

## Languages & Skills

Languages:

Arabic: Native Speaker.

English: Excellent.

French: Fair.

Computer Skills:

Excellent Microsoft office tools Skills (Word – Excel – PowerPoint – Access – Outlook – FrontPage).

Photoshop, Web developing, Social Media Networks, Programming and maintenance.

Other Skills:

A skilled Communicator, Excellent Leadership Skills, self-motivated, well organized, energetic, Quick Learner, Responsible, Loyal, and can work under pressure with positive attitude.

## Objectives

I am seeking a challenging position in a preferably large and stable Company to prove myself and to gain more skills and experience

## Sports & Hobbies

Origami, Hand crafts, Scouting, Camping, Running, Travelling, Football, GYM, Drawing, Reading & Music

**"Any references will be furnished upon request"**