#### MOHAMED MAHER MOHAMED

### OCTOBER GARDENS, GIZA, EGYPT

•  $\bowtie$  mohamed.maher@eal-bank.com

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:

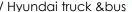
















Airlines Ticketing Manager • Aug 2010 – Jan 2012 Saidco travel & tourism • Kafrelsheikh • Egypt



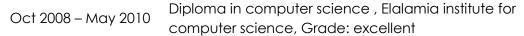
Reservation Agent • Feb 2008 – Aug 2010 Saidco travel & tourism • Kafrelsheikh • Egypt

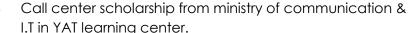
### Education

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









- VELSOFT Business & Soft skills Courseware.
- CCLS (Call Center Learning Solutions) Tech Track.







#### **Courses & Certificates**

- General English course, American University in Cairo, fall term 2008.
- OLD (international computer driving license), Jul 2012.
- Amadeus international certification with excellent grade, Dec 2011.
- CCLS (Call Center Learning Solution) international certification, Aug 2014.
- W 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