

Mohamed Mahmoud



Hadaiq Al Ahram - Giza.



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EXPERIENCE

Customer Service Agent
Oct 2011: Aug 2013



Outsourcing for Etisalat Egypt

Customer Service Agent
Oct 2013: Sep 2014



Raya Group - Egypt

Secretary of Assistant
Managing Director
Nov 2014: Jul 2017



Al-Shalawi International Holding Co.
for Trading & Contracting.
Saudi Arabia

EDUCATION - TRAININGS



- COLLEGE**
- BA of Management Information Systems
 - Al-Shorouk Academy
 - Graduate year : 2009

- COURSES**
- Basic Business Skills Acquisition (BBSA)
 - Developed Language and Computer Skills
 - Enhanced Presentation & Project Development Skills
 - GRP Office Management Skills including the following:
 - Meeting & Conferences
 - Customer Service
 - Telephone Usage
 - Travel Arrangement



PERSONAL INFO



- Date of birth • 20-12-1985
- Place of birth • Cairo, Egypt
- Religion • Muslim
- Nationality • Egyptian
- Marital status • Married
- Military service • Exempted

OBJECTIVES



Seeking a job in a reputable company with a challenging environment, To achieve the corporate goals, and to maximize my skills and experience.

SKILL



LANGUAGES SKILLS

Arabic: Mother tongue
English: Very good

COMPUTER SKILLS

Window & Internet: Very good
MS Office: Very good

BEHAVIORAL SKILLS

Presentation
Teamwork
Accountability
Continuous improvement
Communication
Passion
Integrity

HOBBIES



□ **Web Design Diploma at Russian Culture Center including the following:**

- UX (User Experience Track)
- HTML5
- CSS3
- Bootstrap
- Adobe Photoshop
- Java Script & JQuery Concept

□ **Web Development Diploma at Russian Culture Center including the following:**

- C#
- Database Design
- SQL
- ASP.NET
- MVC5