



Objective

To work in an establishment where I can employ all my experience and gain more.

Personal Data

Name	Ibrahim .M. Almaghrabi Ali Elgendi
Date of Birth	04/11/1983
Place of Birth	Dubai, U.A.E
Nationality	Egyptian
Marital Status	Married
Address	Doha – Alnnaserya Area
Mobile	+974-7079-7560
E-Mail	Ibrahim.almghrabi@gmail.com

Academic qualifications

May 2007	Specialized Education Academy
Faculty	: Specialized Education Academy
Specialization	: Bachelor of Business Administration
Graduate	: Good
Total Mention	: 2011 \ 2700
Percentage	: 74 %

Work Experience

EtisalatDubai

- **Administration**
- **Position: SOM/ Officer - Service Order Management**
- **Period: From February 2009 till April 2010**
- **Responsibilities :**
 - **Reviews Sale spending service orders/waiters for Dubai and classifies issues in terms of severity & urgency and defines future action required.**
 - **Maintains documentation, update database and follow upon pending Service orders/waiters to obtain later analyze reason of open service orders.**
 - **Manages work related to Etisalat Service Lines in Dubai.**
 - **Analyzes statistics or other data to determine the level of customer satisfaction towards new (ADSL & DEL) services.**
 - **Investigates and solves customers' problems related to provision as per TRA policy, which may be complex or long-standing problems that have been passed on by customer support, walking customers or Media and records details of inquiries comments and complaints.**

EtisalatDubai

- **Sales & Customer Relationship**
- **Position: CRM (Customer Relationship Manager).**
- **Period: From April 2010 – Jun 2012**
- **Responsibilities:**
 - **Manages and oversees the analysis, build, design, implementation And acceptance of new products configuration in the CRM module.**
 - **Oversees implementation, integration and upgrade of Existing/new solutions in the Customer Relationship management module (CRM) enterprise-wide.**
 - **Identify new requirements, analyze current issues and determine appropriate course relevant to CRM.**
 - **ensures systems implementations occur in accordance with established Change Management procedures for CRM Gathering user requirements periodically and discuss with end users (Finance, Sales / Marketing, etc) if the requirements need to be implemented as per business alignment**
 - **Offering value-added advice and guidance to customers and placing their needs at the forefront of all that we do.**
 - **Perform any other official duties assigned by the superior(s)**

AzhariTV

- **Marketing & Development Department**
- **Position: Marketing Specialist**
 - **Period: From Jun 2012 – Nov 2013**
- **Responsibilities:**
 - **Plan and manage social media presence and day-to-day activities, including Face book, Twitter, LinkedIn and Wikipedia, posting on relevant blogs, and seeding content into social applications as needed.**
 - **Researches, interviews sources, marketing & fund development trends, and community activities.**
 - **Writes, designs, and manages the production and distribution of media releases, ads, brochures, newsletters, fund development solicitations, direct mail, website updates, and other communications.**
 - **Assigning on-going management of the social media platforms to existing role/s within the Corporate Affairs and marketing structure through training, handover plans, content management, workflow.**
 - **Creation of an Internal Social Media Strategy, in conjunction with the Internal Communications Manager.**
 - **Plans meetings, presentations, programs, and special events and participates and represents department in these activities.**
 - **performs other duties as assigned.**

Courses and Certificates

From September 2007 till December 2008

- **Studied as a full time student in American university in Cairo. Attended 8 levels in General English Skills (Speaking, Listening and Writing) and I have a certificate.**
- **attended a course in the Negotiation, Communication and Presentation skills in the AMIDEAST in Cairo and I have a certificate.**
- **Attended ICDL certificate from American university in Cairo.**

Computer Skills

Basic Knowledge

- **Excellent in Microsoft Office, Word, Excel, Power point,**
- **Internet and Emails, Access, FrontPage and the IT.**
- **Able to fix computer Problems and networks problems.**

Languages

Arabic	Mother Tongue
English	Very Good

Driving licenses

- **International driving licenses.**
- **UAE driving licenses.**
- **Egyptian driving licenses.**

Skills

- **Excellent interpersonal skills and positive attitude in dealing with people.**
- **Able to work tactfully and harmoniously in an international environment.**
- **Able to handle pressure and multiple deadlines.**
- **Able to deal with inquiries of delegations, accurate in work.**
- **Able to use own initiative and pay close attention to details.**
- **Able to cope with competing demands and prioritize tasks.**
- **Excellent time management skills.**
- **Capable of working independently and as part of the project team.**
- **Team player/leader.**
- **Have a responsibility as an individual.**
- **Able to use email and internet applications.**
- **Dedicated and quick learner.**