#### Ahmed Sayed youssif

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**Personal Information**



* **Name:** Ahmed Sayed Youssif
* **Mobile:** 01005323668
* **Address:** EL Mesalla, Fayoum, Egypt
* **E-mail:** a.sayed.xc@gmail.com
* **Nationality:** Egyptian
* **Date of Birth:** July 17 , 1990
* **Military Status :** Postponed
* **Marital Status:** Married

**Objective**



* Seeking for a position in an organization where I would have the opportunity to apply my knowledge and skills.
* Also to be a dynamically active member in my organization.
* Seeking a rewarding, challenging position with growth potential in a dynamic company.
* To have a chance to work utilizing my skills and my ability as a team member.

**Education**



* **Certificate** :B.Sc. in of Specific Education,
* **University** : Fayoum University, Egypt (2007-2011)
* **Department** : Education Technology .
* **Date Of Graduation** : July 2011.
* **Cumulative Grade** : Good (71%)
* **Graduation Project** : Photographic search for whales Valley
* **Grade** : Excellent

**Experience**



* **Technical Support at Xceed** (Aug 2012 to Oct 2016)
  + - * Senior agent for 2 years , permentor for 2 months and after that teamleader integration team for 6 months .
      * Manage, lead and training new technical support team .
      * Set targets for all other call center agents to meet up with.
      * Schedule and organize shift patterns for other team members to ensure that customers are never left unattended to .
      * Monitor all calls to ensure that due procedures and quality standards are strictly adhered to .
      * Ensure that clients are kept happy and satisfied at all times by providing prompt response and solutions to their challenges at all times .
      * Handling all ADSL technical isuee for Egyption and foreign customers .
      * Interact with customers to provide and process information in response to inquiries.
      * Identify and escalate priority issues per Client specifications.
      * Manage my call through ticketing system .
      * Follow standard processes and procedures .
* **Promoter for SAMSUNG Mobiles at smart sense** ( Nov 2016 till now )
  + - * **Best Promoter ( 2017 ) in Fayoum & Bani Swaif**
      * **Trainer for the new promoters .**
      * **Best Promoter ( 2019 ) in Fayoum & Bani Swaif .**
      * **3rd place on egypt (2019) for best sales on Samsung A Series .**
* Studies Full Stack course at senior steps center , i end the first section of the course which is front end web design , have best knowledge on ( HTML , CSS , Java Script , jQuery , Sass ) and I design and edit this website (<http://iclean.com.eg/en>) ,( <http://abdallahsoftware.com/>) .

**Technical skills**



* CCNA
* Full Stack ( html – css – javascript – jquiry – mysqli – php – laravel ) ..
* Microsoft Office ( Excel, word, powerpoint).

**Persnoal Skills**



* Very good spoken & written English.
* Distinguished communication skills.
* Ability to work under pressure.
* Cooperative & sanctifies Team work.
* Able to work independently
* Distinguished Presentation Skills
* High Leadership Skills.
* Good Search Capabilities.

**References**



**Available upon request**.