

YASSEN MOSSTAF A

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Motivated and results-driven professional with hands-on experience in customer service, sales, and digital marketing. Demonstrated success at Medical_Bank_Medical Supplies by increasing sales through innovative marketing strategies and effective communication. Known for adaptability, creative thinking, and a strong ability to solve problems in fast-paced environments. Passionate about continuous learning and personal development, with a proven ability to work collaboratively and deliver results beyond expectations.

AREA OF EXPERTISE

- Customer Communication
- Problem Solving
- Canva Design
- Basic HTML / CSS Coding & Editing
- Fast Typing & Efficient Computer Use
- Digital Marketing Fundamentals

KEY ACHIEVEMENTS

- - Assisted others in installing and configuring essential computer software and operating systems.
- - Designed and scheduled content using Canva and Meta tools, improving audience engagement.
- - Known for fast learning, attention to detail, and strong tech problem-solving skills.
- - Self-learned coding basics and built small-scale projects using Visual Studio Code (HTML/CSS).

PROFESSIONAL EXPERIENCE

5asec | Cairo Driver | 03/2023 - 08/2024

- Experienced and reliable delivery driver with a strong record of completing timely and accurate deliveries while ensuring customer satisfaction. Skilled in maintaining detailed delivery logs and paperwork, adhering strictly to traffic laws and safety procedures. Proficient in vehicle inspection and maintenance, identifying issues early to ensure operational efficiency. Known for professionalism, punctuality, and excellent route planning.

Medical_Bank_Medical supplies | Cairo Shop assistant | 02/2023 - 08/2023

- Sales in the field of medical instruments. Collecting doctors' data for a new way to sell to them. Dealing with customers in a good way and providing their needs. Completed daily tasks accurately and on-time to support shop needs. Remained calm and composed in tense situations involving angry or upset customers.

ABC BORSA – Egypt | Social Media & Client Engagement Specialist

- Promoted the company and its services across multiple platforms including Twitter, Instagram, TikTok, and Telegram.
- Created engaging content and short videos to attract new clients and increase brand visibility

EDUCATION

Oct 2021 – Jun 2025

- Diploma in Information Systems
- Advanced Studies Institute for Computer Systems – El Katameya, Egypt
- Graduated: 2025

ADDITIONAL INFORMATION

- **English: Fair (Basic communication & understanding)**
- Currently completing courses in web development at Code_Box Modern Academy. Currently
- completing student activity at SBS of programming.