Mazen Moataz Mounir

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Professional Summary

HR and Technical Support Professional with a dual background in recruitment, employee support, and cloud-based technical services. Proven track record in high-volume hiring, onboarding, and team coaching, as well as delivering enterprise-level support for identity and access management systems. Recognized as Employee of the Year 2024 for leadership and contribution to team performance. Adept at using Excel, HR platforms, and cloud tools to streamline workflows, improve team collaboration, and resolve complex technical or people-related challenges. Passionate about driving people-first solutions and enhancing both employee and customer experience in fast-paced environments.

Education

Bachelor's Degree in English Translation & Interpretation
Cairo University (Faculty of Arts) | 2019 – 2023

GPA: 3.6

Experience

Concentrix | Cairo, Egypt

June 2023 – May 2025
Customer Service

- Awarded Employee of the Year 2024 by the Vice President of a major U.S.
- telecommunications company in recognition of outstanding performance, leadership, and contribution to team success.
- Delivered exceptional customer and employee support for a major U.S. telecommunications client, providing accurate billing and technical assistance that consistently maintained high satisfaction scores.
- Mentored and coached over 20 new hires by helping them navigate internal tools, systems, and service standards, accelerating their ramp-up time and improving team knowledge.
- Promoted a collaborative and performance-focused environment by assisting colleagues with complex cases and reinforcing best practices in service delivery.
- Stepped into a team leadership role by taking on key responsibilities within the account, offering live coaching, training tips, and one-on-one guidance to support peers in reaching performance goals, while promoting a collaborative, performance-focused environment and reinforcing best practices in service delivery

Technical Support Engineer

June 2025 - Present

- Delivered advanced technical support to enterprise clients on cloud-based identity and access management solutions.
- Managed user accounts, groups, and roles across large-scale tenant environments, including license assignments and security configurations.
- Implemented and troubleshot multi-factor authentication, conditional access policies, and hybrid identity synchronization.
- Supported domain integration and DNS record management for seamless authentication and service continuity.
- Diagnosed and resolved directory synchronization, federation, and authentication issues within hybrid environments.
- Collaborated with cross-functional teams to escalate critical incidents and ensure adherence to SLAs.
- Documented resolutions, created knowledge base articles, and provided proactive guidance to improve client security and productivity.

Freelance Recruiter

Oct 2022 – April 2023

- Recruited customer service agents for a third-party company, focusing on both speed and quality.
- Handled the full process — from sourcing and screening to communicating with candidates and guiding them through interviews.
- Worked closely with the client to understand what they were looking for and adjusted the approach when needed.
- Helped improve the recruitment flow to meet hiring goals, even when timelines were tight.
- Made sure candidates had a smooth and clear experience throughout, which helped reduce dropouts and last-minute no-shows.
- Used Excel and shared tracking tools to manage candidate pipelines and hiring timelines.

Middle East News Agency – Intern

Sep 2022 (1 month)

- Trained in CAT tools and conducted technical and journalistic translations.
- Practiced real-time interpreting and content localization.

Simultaneous & Consecutive Interpretation Intern

Aug 2022 – Sep 2022

- Practiced simultaneous and consecutive interpretation techniques in live settings.

Languages

- Arabic – Native
- English – Fluent

Skill Highlights

- Microsoft Office (Excel, Word, PowerPoint)
- CAT Tools proficiency (e.g., MemoQ, SDL Trados)
- Talent Acquisition & Screening
- Onboarding & Training Support
- Team Coaching & Peer Mentoring
- HR Administrative Support
- Conflict Resolution
- Microsoft Excel & Google Sheets
- HR Documentation & Communication
- ATS Familiarity

Certifications

- Certificate in Simultaneous Interpreting Translation – AUC
- Certificate in Journalistic Translation – MENA
- Certificate in CAT Tools – MENA
- Presidential Award – Employee of the Year 2024
- Career Certificate in Human Resources Management – AUC (In Progress)
  -Strategic HR Management, Performance Management, Learning & Development
- Introduction to Azure - Data Camp