



# ABDELRAHMAN MAHROUS OUDA MOHAMED ABOSHAKRA

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## SUMMARY

Highly motivated and adaptable individual with a Bachelor's degree in Business Accounting, backed by practical experience in diverse roles. Possessing a strong foundation in accounting principles and a track record of success in various job environments. Known for my strong interpersonal and communication skills, with a proven ability to thrive in collaborative team settings. My multifaceted experience has honed my ability to adapt quickly to new challenges and environments. I am now eager to leverage my skills and experience to make a meaningful contribution to a dynamic organization, while continuously enhancing my professional capabilities and pursuing further growth opportunities.

## EDUCATION

<b>Master of Business Administration</b> Mahsa University , Malaysia	<b>Sept 2024 - Present</b>
<b>Bachelor of Business Accounting</b> Limkokwing University, Malaysia Second Class Honours (Upper Division)	<b>Jan 2021 - June 2024</b>

## WORK EXPERIENCE

<b>Maintenance Technician,Tyke Malaysia (Part time)</b>	<b>Dec 2022- Present</b>
<ul style="list-style-type: none"><li>• Conduct routine maintenance procedures on machinery and equipment.</li><li>• Document maintenance activities and report any issues to management.</li><li>• Perform preventive maintenance tasks to ensure machinery operates smoothly.</li></ul>	
<b>Accounting, Tryke Malaysia (Practical)</b>	<b>June 2023 - Dec 2023</b>
<ul style="list-style-type: none"><li>• Collaborated with the maintenance team to create a process to accurately record and log spare part consumption to measure monthly maintenance costs</li><li>• Collaborated with the accounting team to improve monthly maintenance costs reconciliation accuracy to almost 100%</li></ul>	
<b>Vodafone , Egypt</b>	<b>Jan 2019 - Jan 2021</b>
<ul style="list-style-type: none"><li>• Answer inbound calls and respond to customer inquiries in a professional and courteous manner.</li><li>• Handle customer complaints, provide appropriate solutions and alternatives within the time limits, and follow up to ensure resolution.</li><li>• Keep records of customer interactions, transactions, comments, and complaints.</li></ul>	

## ADDITIONAL INFORMATION

- **Technical & Soft Skills:** Strong organizational and time-management skills,Passionate and willing to go to the extra mil, Ability to work under pressure, Strong ability to identify issues, evaluat alternatives, and implement effective solutions, keen eye for detail, ensuring accuracy in all tasks and deliverables, Computer skills in Microsoft Office, Words,Excel, Adobe Photoshop and PowerPoint
- **Interest:** Team Sport , Reading , Travelling
- **Languages:** English, Arabic
- **Certifications:** HSBC-global banking & Markets Job simulation, JPMorgan Chase-Investment Banking Job Simulation .