

# Ibrahim Nader Abouelfetouh

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**Age:** 23

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## Summary

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I am a graduate of El Gazeera Higher Institute, majoring in Computer and Management Information Systems. Currently, I work at Myst. I'm passionate about technology and coffee, and I'm always looking for opportunities to develop myself and gain new experiences. I'm excited about the possibility of joining your team.

## Work Experience

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**TBS, HOLDING || Barista**

**May, 2023 - Jun, 2023**

It was my first try to work in F&B industry. I acquired proficiency in the establishment's standardized recipes for bakery items, sandwiches, and coffee beverages. I honed my skills in operating coffee machinery, mastering milk frothing techniques, and executing payment transactions with precision and efficiency. My experience also encompassed collaborative teamwork, effective communication with colleagues, and the ability to remain flexible and receptive to constructive criticism.

**TBS, HOLDING || Supervisor**

**Jun, 2024 - present**

At this period, I learned how to calculate our monthly plan, how to process shift meeting at the beginning of the shift, how to work under stress, how to efficiently handle customer orders and provided recommendations on coffee selections. Maintained cleanliness and organization of the café space. Managed inventory and ordered supplies to ensure consistent stock levels.

**Teleperformance || Customer Service Representative**

**Dec, 2024 – Mar, 2025**

I worked as a Customer Service Representative at Teleperformance, where I was responsible for assisting customers with inquiries, resolving issues, and ensuring a positive experience through clear and professional communication. I handled a high volume of calls and messages, maintained accurate records of interactions, and consistently met performance targets such as response time and customer satisfaction. This role strengthened my problem-solving skills, patience, and ability to work effectively under pressure.

**Myst || Barista**

**April, 2024 – Present**

I worked as a barista at Myst, a specialty coffee brand, where I gained hands-on experience in preparing high-quality espresso-based and manual brew beverages. I delivered excellent customer service in a fast-paced environment, maintained a clean and organized workspace, and educated customers about different coffee beans and brewing methods. My role also included handling transactions, supporting inventory management, and working closely with the team to ensure a smooth and enjoyable customer experience.

## Education

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### **El Gazeera Higher Institute**

**October, 2021 – Aug, 2025**

Computer and Management Information System

### **Integrated Technical Education Cluster – ITEC**

**September, 2018 – June, 2020**

High School Diploma

- Person BTEC International Level 2 Diploma
- Person BTEC Level 3 Extended Diploma

## Skills

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**Language:** English, Arabic

**Microsoft Office:** Proficient in Word, Excel and PowerPoint

**Soft Skills:** Persuasion, Openness to Criticism, Time Management, Communication, Teamwork