Mohamed Mahfouz Aly Soliman

Email: mohamed.mahfouzusa@gmail.com

Mobile: +201009182367

Professional Summary

Hardworking, ambitious, and self-motivated professional with extensive experience in telecommunications, project management, and quality control. Able to work under pressure, both independently and within teams. Strong analytical and problem-solving skills demonstrated in multinational environments. Adept at managing stakeholders, setting up processes, and driving performance. Proven ability to manage diverse projects, from technical construction to customer operations, across different countries.

Education

Bachelor of Science in Electrical and Electronics Engineering

Don Bosco University Nel Mondo Foundation Onlus, Rome, Italy

GPA: Good

Skills

Technical Skills: Microsoft Office (Word, Excel, PowerPoint), ICDL certified, Windows (2000, 2003 servers, Vista, Windows 7, 8.1, 10), Kali Linux basics, Tera Term tools and commands, Computer repair (software and hardware)

Languages:

- Arabic: Native

- English: Fluent (Speaking, Writing, Reading)

- Italian: Proficient (Writing, Reading)

- Kiswahili: Intermediate (Speaking, Writing, Reading)

Work Experience

Raya Contact Center

Account Advisor (OBE account) - Present

- Handle outbound calls with a high standard of customer service.  
- Manage relationships with potential customers and internal stakeholders.  
- Fully responsible for coordinating team events and handling administrative matters.

Account Advisor (MSE Account) - May 2017 – August 2017

- Managed inbound and outbound calls for mobile services.  
- Communicated with managers and handled escalations efficiently.  
- Solved customer problems on the spot or conducted follow-up for resolution.

Vodafone Egypt

Team Manager, HDS Complaint Team / Floor Control - 2013 – 2017

- Managed customer complaints and retention processes.  
- Supported all departments in customer operations.  
- Implemented ideas to improve departmental efficiency and customer satisfaction.

Egypro Ltd. (Uganda, Rwanda, Tanzania)

Project Manager / Quality Control Manager / Site Supervisor - 2007 – 2012

- Led construction and quality management for GSM, 3G projects, and optical fiber installations across multiple African countries.  
- Delivered projects on time and within budget, maintaining high standards of quality and safety.  
- Managed all aspects of project execution including scheduling, logistics, and team coordination.

El Dhabi (Dubai, Abu Dhabi)

Site Supervisor - 2004 – 2007

- Managed the construction of Palm Jumeirah villas and installed electrical systems in major projects like the Grand Hyatt Hotel and Etisalat Tower.  
- Supervised installation of control circuits and telecommunications antennas.

Quantum Co.

Control Software Designer - 2003 – 2004

- Designed software for bulletproof security systems and supervised maintenance of installed systems.

Courses and Certifications

- Italian and English Language Courses  
- ICDL Computer License  
- Microsoft Office Training

Countries Visited

UAE, Kenya, Tanzania, Uganda, Ethiopia, Rwanda, Hong Kong, Thailand, Malaysia

Driving Licenses

Egyptian, UAE, Kenya, Tanzania

Hobbies

Swimming, diving, handball, basketball, traveling, music, mountain climbing, and dancing.