**Mussa /Huddersfield (United Kingdom)**

**Tel:** 07521871221 **Email:** mussac1@gmail.com

**Personal Profile**

I would describe myself as Smart, motivated, well presented, hard working person, experienced in customer service and dealing with queries to solve problems. I have excellent communication skills and I always like to carry out my work in a professional and efficient manner. The skills I have gained through all these years would be transferable into any role. I am someone who works well alongside others and easy to get along with as I am a sociable person. I am also willing to take on any training necessary to enable me to carry out my work efficiently and with high quality standards.

**Skills**

* A real passion for Technical Support and Service Delivery.
* A real passion for learning.
* Excellent telephone manner.
* Good written communication skills.
* Good attention to detail and the ability to complete each task assigned.
* Willingness and ability to embrace change and learn new technologies.
* Ability to work within a high volume and fast paced environment.
* Customer focused ethos and committed to providing a professional service.
* Flexible approach to work.
* Logical approach to problem solving.
* Able to prioritise, manage and track multiple activities and tasks.
* Enthusiastic approach and can-do attitude.

**Employment History**

**(Digital Marketing Consultant)**  August2017 –July 2019

* Knowledge in search engine optimization gained after working on hundreds of websites over the years
* Familiar with the newest methods and trends of advertising and internet marketing
* Good knowledge of HTML 5 and CSS 3
* Strong knowledge in Google Ad Word and how it can maximize any investment
* Good Knowledge with all operating systems: Windows, MAC OS, Linux and Ubuntu

**(Customer Service Advisor)** October 2016 – July 2017

**Debenhams, Leeds**, United Kingdom**.**

* Experienced in customer service, dealing with queries and helping to solve problems. I have excellent communication skills and I always like to carry out my work in a professional and efficient manner

**(Telecom Engineer)** December 2012 –June 2016

Atlas Telecom Group, Dubai, UAE

* I was responsible for network upgrades (Telecommunication Equipment Upgrades, equipment install, network integration) and some cell site construction services throughout the region I was assigned to.
* Planning, designing and implementing telecommunications projects in the field of mobile and fixed networks, transmission, data and wireless access.
* I was also involved in the design and implementation of microwave radio, T1/E1 and fibre.
* I have to ensure that all field staff responsible to these projects are adhering to company standards, processes and procedures as well as Federal and Local standards.
* Perform the tasks of developing and maintaining procedures for backup and recovery, virus scanning and access control.
* Handle the tasks of evaluating, installing and supporting LAN and WAN hardware and software.
* Tracking each site schedule on a daily and weekly basis, working with customer point of contact to schedule new sites to field crews, resolving any issues with field crew and field supervisors.

**(Project Manager)** March2009 – October2012

**Canal Engineering Service Company, Cairo**

* From managing simple sites to managing very complex Projects, I was working with team of professionals to ensure all projects are completed within agreed time, quality and budget base line.

**Education & Qualifications**

**University of Northumbria - 2005 – 2008**

**BSc** Communication and Electronic (Second class upper, honours)

**Interests**

* Associate member of IEEE.
* At Northumbria University I was an active member of Electrical & Electronic Engineering Society, organising several events such as informing and encouraging secondary school students to consider a career in electrical & electronic Engineering.

**References Available on request**