



## Karim Khaled Naguib Mohammed

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Maadi, Cairo, Egypt

### EDUCATION

Helwan University

*Bachelor degree, Faculty of applied arts*

- Grade: Good

**Cairo, Egypt**  
September, 2019

Udacity, Digital Marketing

*Nanodegree Program*

- Create and develop Content and run and manage Facebook campaigns.

**Online**  
August 2022

University of Pennsylvania, Content creation

- Create remarkable content that could increase your business revenue by 30%.

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### PROFESSIONAL / INTERNSHIP / VOLUNTEERING EXPERIENCE

T-shirt Factory

*Indoor sales representative*

- Customize new T-shirt designs for customers.
- Me and my colleague increased the total revenue by 10%.

**Cairo, Egypt**  
September 2019 – February 2020

Raya, Etisalat UAE

*Customer service*

- Respond to customers queries in a timely and accurate way.
- Resolve and Acknowledge customers issues.
- Implemented 20 excellent surveys from customers which is the best number among my colleague.

**Cairo, Egypt**  
September 2021 – April 2022

Sutherland, Finnair

*Customer service*

- Manage booking and sell ancillaries.
- Resolve customer complaints, determine the cause of the problem, select and explain the best solution to solve the problem, and follow up to ensure resolution.
- Achieved 100% customer satisfaction score.

**Cairo, Egypt**  
June 2022 - present

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### PROJECTS

Market your content

- Create marketing content for Chinese e-commerce company.
- Full project link: [shorturl.at/HJQ25](https://shorturl.at/HJQ25)

Aug 2022

Manage Facebook campaign

- Analyze Facebook campaign based on KPIs and put action plane to optimize.
- Full project link: [shorturl.at/fiosP](https://shorturl.at/fiosP)

June 2022

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### SKILLS & LANGUAGES

Skills: Create contagious and catch-on content, Facebook advertising and Agile management workflow.

Platforms: photoshop, illustrator.

Languages: English B2.

Awards/recognition: One of the best three students out of 20 students in secondary school.