

Mohamed AbdElSamea Farrag

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Objective:

Customer service and management related positions, that will help me keep a steep learning curve as well as deliver good results that will build both the education and the experience.

Work Experience:

- **25/12/2017 until now (Full time) Team leader in Vodafone Egypt at Technology Enterprise Services Egypt (TSSE).**

Job description: responsible for leading an operation of 52 employees divided into operation and Services excellence teams. This operation is a part of "Vodafone Shared Services Egypt" which service the corporate customers of Vodafone Spain, building the customers services structures in Vodafone Spain system.

- **01/01/2016 until 24/12/2017 (Full time) operation control analyst in Vodafone Spain account (VIS).**

Job description: responsible about supporting the operation in Spain account in the work force, scheduling and the IT related issue by escalating the errors to the related teams, whether this is internally in Egypt or externally in Spain, creating new access for the different applications we use, make sure that each agent has the correct profile, and make sure that all the applications and tools are working fine.

- **23/06/2015 until 31/12/2015 (Full time) Member of the Knowledge team in Vodafone- ONO Spain account (VIS).**

Job description: handling customer's inquiries offshore, from Spanish of the new partner of Vodafone Spain, which named ONO, the expert company of fiber, fixed line and smart television in Spain, about their bills, commercial offers, and any problems concerning their cell phones, or technical issues.

- **1-4-2015 until 23-06-2015 (Full time) International advisor in the department of commercial complaints in Vodafone Spain account (VIS).**

Job description: handling customer's inquiries offshore, from Spanish customers about their bills solving their issues, commercial offers, and any problems concerning their cell phones, or technical issues.

- **1-7-2014 until 31-03-2015 (On loan) operation control analyst in Vodafone Spain account (VIS).**

Job description: responsible about supporting the operation in Spain account in the work force, scheduling and the IT related issue by escalating the errors to the related teams, whether this is internally in Egypt or externally in Spain, creating new access for the different applications we use, make sure that each agent has the correct profile, and make sure that all the applications and tools are working fine.

- **01-10-2013 until 30-06-2014 (Full time) International advisor in Vodafone Spain account Complaint Team (VIS).**

Job description: handling customer's inquiries offshore, from Spanish customers about their bills and any problems concerning their cell phones, or technical issues.

- **01-01-2013 until 30-08-2013 (Full time) International advisor in Vodafone Spain account Corporate Team (VIS).**

Job description: handling corporate customers inquires offshore, from Spanish customers about activations, deactivations or modifications of their lines in Vodafone.

- **1-11-2012 until 28-2-2013 (limited time) Spanish Instructor in Resala Centre.**

Job description: teaching Spanish general and conversation courses for adults.

Awards:

- **Vodafone Patriot:** from the manager of Vodafone International Services for my Dedication & Outstanding Contribution in the Business Continuity Plan during the Curfew in Egypt
- **Employee of Quarter:** from the manager of Vodafone International Services representing my Spanish account for My Performance Excellence in the third quarter of 2013.
- **The star of the month:** From the manager of Vodafone Spain account VIS for My Performance Excellence in June 2013.

Education:

Faculty: Alsun

Department: Spanish Language and Literature

Graduation Year: 2012

Grade: Good

Languages:

	Read	Write	Speak
Arabic	Excellent	Excellent	Excellent
Spanish	Excellent	Excellent	Excellent
English	Moderate	Moderate	Moderate

Attended courses:

- Adaptive and agile mindset
- Brain at Work
- Stakeholder Management
- Mastering crucial Situations
- Playing with Data
- Agile Foundation
- Commercial Focus and Stakeholder Management.
- Change Management
- Design thinking
- Advanced coaching

- Driving Digital
- Leading Transformational Change
- ITIL foundation
- Events Management
- Berlitz Center.
- Center of Public Service and Social Development of Ain Shams.
- Using MS Office Package
- **Training on professional leadership and new managements strategies:** training on Positive Thinking-Goal Setting-Making Professional Trainers (MPT), Team Work project of (Hayah)-Discover Yourself-Communication Skills-Success Making
- **Human Development managing trainings:** NLP, planning for life, success, strategies for change, time management, self-confidence, positive thinking, creativity, character analysis, communication skills, mental maps, memory, speed reading, success in the labor market, self-marketing in the labor market, successful team work, leadership.

Certificates:

- Certificate of Business Administration from the School of Continuing Education of the AUC in Cairo
- Six Sigma Green Belt
- Certified in Basic of Business Administration Diploma from Narita Academy.
- Certified in TOT from the Leadership International Academy.
- Certified in Human Development Diploma from Narita Academy.

Special Skills:

- He is good in communication and dealing with people.
- He is able to work in a teamwork.
- He is able to work under pressure.
- He depends on himself in solving his problems.
- He believes in his message and his vision in life and make for them.
- He has the spirit of initiative, planning and management.
- He loves learning and continuous development in the life.

Activities:

- He is a volunteer at the Renaissance City Project in Al Qanatir city.
- He is a volunteer at the Association of Resala for Charity.
- He participates in voluntaries works in my city like (cleanliness - Public Awareness - Education).

Interests and Hobbies:

Interests:

- Management – Reading – Learning Languages - Meditation - Charity work.

Hobbies:

- Writing - Travelling - Walking - Playing football.

References available upon request