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| **Eman Sayed Ahmed Abdel Hamid**  15th may City, Cairo  **Mobile:** +201099437879  **E-mail:** emansayed717@gmail.com  **CAREER OBJECTIVE:**  Seeking a challenging career in a professional & reputable company to improve & enhance my previous experience, education, and very good knowledge within a successful & effective teamwork. |
| **EDUCATION:**  Computer science diploma, Cairo University. (Starting 10/2021)  B.Sc. of Commerce and Business Administration,  Accounting department,  Helwan University  Cumulative grade: Good (76.12%). (June 2012) |
| **Work Experience:**  Scrum Master, Digital Engineering, Technology Team. (Jan 2022 till now)   * WEB-DXL Squad * CSM Squad * Automation Squad   Quality Assurance & Testing Automation Specialist, Technology Team. (Feb 2019 till 2021)   * Responsible for creating automation framework * Responsible for maintaining quality level standards   Testing SR. Specialist, Customer Care. (3/2018 till 2/2019)   * Responsible for customer care experience   Blended team senior representative, Customer care. (4/2016 till 3/2018)   * Responsible for supporting all customer care departments   (Enterprise, Cash, consumer, ICC, Dealers)   * Responsible for maintain all SL of the supporting Queues achieved   Customer care agent in Enterprise SME/SOHO team. (10/2015 till 4/2016)   * Responsible for supporting enterprise customer (SPOCs)   Customer care agent in high value team. (6/2013 till 10/2015)   * Responsible for handling 888 calls   Customer care agent ECCO Company, Vodafone account. (1/2013 till 4/2013)   * Responsible for handling 888 calls   Tele-Sales at corp. value company, OSN department. (9/2012 till 11/2012)   * Promoted the company products to the customer through phone   Summer training at Credit Agricole Bank (External & Internal). (9/2011)   * Trained in the collection department   **Courses:**  Agile Product Ownership, IC Agile (ICP-APO). (7/2022)  Agile Coaching, IC Agile (ICP-ACC). (5/2022)  Agile Team Facilitation training program, IC Agile (ICP-ATF). (12/2021)  Agile Foundations, Agile Alliance. (4/2019)  BDD training. (8/2021)  Sprints Accelerator training program. (10/2020 till 2/2021)  EDU Egypt training program. (12/2011 till 8/2012)  E-Accounting Course. (3/2011 till 6/2011)  Advanced (Word, Excel, PowerPoint). (4/2010)  Marketing, Sales Course. (2/2010)  **Extra-Curricular Activities:**  Khatwa Team in Helwan University. (8-2011 till 6/2012)   * Head of advertising committee * Head of the Follow-Up sub-committee   SIFE Helwan University. (8-2011 till 6/2012)   * Member in project committee * Organizer member at pathways to higher education conference. (4/2011)   Delegate in Maaan team.  **LANGUAGE SKILLS:**  Arabic: perfect (mother tongue)  English: very good  **Personal Data:**  Date of birth: 2/2/1991  Marital status: single.  **References are available upon request** |
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