

## Contact

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## Top Skills

HTML5  
Cascading Style Sheets (CSS)  
JavaScript

## Languages

German (Professional Working)  
English (Professional Working)  
Arabic (Native or Bilingual)

# Mahmoud Anees

Customer Service Support Specialist at eDreams ODIGEO  
Egypt

## Summary

Graduated from faculty of science, geology department.

My main interest is learning, and enthusiastic to learn several things, aimed to take some of it professionally such as learning German as a foreign language and now intend to be professionally Front-End web developer.

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## Experience

### eDreams ODIGEO

5 months

#### Customer Service Support Specialist

January 2021 - Present (4 months)

- More experience in online Ticketing system  
Amadeus, Galelio, Travelfusion IBE, and NDC
- Handling special requests regarding ticketing and online flight booking
- Handling special requests regarding hotels and transportation
- Contact the customer and airlines in one of 3 languages Arabic, English and German
- Reporting day by day using google sheets and excel

### Senior Kundendienstmitarbeiter

December 2020 - January 2021 (2 months)

Kairo, Ägypten

- Basic Knowledge of travel system (Amadeus, Galelio)
- Handling customer requests in Arabic German and English
- receiving calls and email using contact system
- reporting daily using Excel and google sheets

### Freelance, self-employed

#### Deutschlehrer

May 2020 - Present (1 year)

- presenting german sessions to levels (A1, A2, B1) online and offline
- using instructional design to Prepare special activities and tests to improve the learning quality

- Contact with students daily to provide an environment that help learning the language
- prepare and correct exams to measure the learning progress
- creating presentations using powerpoint as a reference for students

## Palm Hills Developments

### Customer Support Specialist

May 2019 - December 2019 (8 months)

Kairo, Ägypten

- handling customer requests and inquiries.
- handle sales calls regarding real estate.
- answering financial questions regarding installments, maintenance difference, etc.
- routing of architectural requests and inquiries to the specialised team.

## Careem

### customer service agent

April 2017 - April 2019 (2 years 1 month)

Cairo, Egypt

- handling customer enquiries during trips
- receive emails of after trip enquiries using zendesk system
- navigate the captain to reach customer using GPS system
- check Captain's trips and report violations
- ensure the customer satisfaction using the service and report the issues

## Orange

### Customer Service

June 2015 - November 2015 (6 months)

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## Education

### Helwan University Cairo

Bachelor's degree, Geology/Earth Science, General · (2011 - 2015)