

Mostafa Hamdy Fawzy

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Career Objective:

Seeking a suitable opportunity for my studying field that will fully utilize my background in this field, develop my technical skills, fulfill my ambition and help enhance my knowledge and interact effectively with heterogeneous groups of people.

PROFILE

I am a self-motivated and hard working person, with strong belief in people and improving the standards of living for all classes of the society.
I am able to use my own initiative and work as part of a team.
Dedicated to maintaining high quality of my work.
Skilled in effective and clear communication.
Possessing excellent computer skills and able to work under pressure.

PERSONAL DATA

Date of birth: 19 September, 1999.
Nationality: Egyptian
Marital Status: Single
Military Status : Exempted

EDUCATION

Faculty Of Commerce & Business Administration _ Helwan University.
Graduated Year (2021), (Good).

TRAINING & CERTIFICATION

- Rowad Online Program summer training project “ Bank Masr” 2021
- Virtual Experience of Global Banking & Markets training “ HSBC Bank” 2021
- Data Analytics consulting virtual internship from KPMG - Aug.2021
- AWS Cloud Practitioner Essentials from AMazon - 7 September 2021

ACTIVITIES

- Interested In Solving Problems.
- Playing Sports (Gym & Swimming)

SKILLS

- ☐ Languages:
- Arabic: Mother Tongue
 - English : Good command of spoken and written

- ☐ Computer:
 - Advanced knowledge in computer and internet
 - Advanced knowledge in Microsoft office
 - Editor Designer
- ☐ Communication skills:
 - interacted and dealt with people from various classes, education, nationalities, cultures, and backgrounds
- ☐ Creative, Hard worker, Team work cooperation, and Presentation Skills

PREVIOUS EXPERIENCE

- **Top Mastery (For Advertising)**
Graphic Designer (till now)
- **Safeer (Real Estate)**
Real Estate Advisor
- **AL.Morshedy**
Customer service (from Nov.2023 to Jan.2024)
Responsibilities:
 Answering questions about a company's products or services.
 Processing orders and transactions.
 Resolving issues and troubleshooting technical problems.
 Delivering information about a company's offerings.
 Handling customer complaints.
 Collecting and analyzing customer feedback.
 Tracking customer service KPIs and metrics.
- **Hyperone**
After sale Service agent (from Feb.2022 To 21 Oct.2023)
Responsibilities :
 Tax and electronic invoices.
 Activation of guarantees.
 Coordinating itineraries and delivery times for customers.
 Reporting on customer satisfaction.
 Communicate with the sales departments to discuss the necessary plans to enhance sales.
- **WE Telecom Egypt**
Branch Agent (from Aug.2021 To Feb.2022)
Responsibilities :
 Sales representative inside the branch.
 Exceeded monthly sales target.