

Amr Ali Abd El Hakeem Ali



Personal DATA:

Nationality: Egyptian.
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OBJECTIVE:

Looking for a suitable assignment. Wish to be a part of an exciting environment that offers professional growth while being challenging, resourceful, innovative & flexible, where I can learn a lot and can also use my skills, experience, expertise and qualification towards organizational goal and objective to build up lasting relationships to improve the quality of service with life style

EXPERIENCE:

1. Worked as Admin at "Mas" company for constructing work. (Jan 2008 – till Jan 2009)
2. Worked as Admin at HP Cambridge training center. (From Feb 2009 – till Feb 2010)
3. Worked as "Admin" Pharma Over Seas" Company for Medicine Distribution. (Feb 2010 till Feb 2011)
4. Vodafone Egypt Customer Care Department-customer service representative
COMED Team, Trainer at training team and finally call center senior at night shift team and premium account. (Feb 2011 till Feb 2012)
5. Worked as "Customer Care & Human Resources " Trainer at Smart House of Training. (March 2012 till August 2013) Part Time
6. Worked as "HR Specialist" at Al-Resala Language schools. (March 2012 till August 2013)
7. Worked as "Team Leader – HR- Admin" at Red Line Cargo at Kingdom of Bahrain. (From Sep 2013 till Sep 2015).
8. Worked as Human Resources Manager at Al-Eman Language schools. (Oct 2015 till August 2016)
9. Worked as Director of student Affairs & Human Resources at ITEC - cabinets of Ministers. (Sep 2016 till Sep 2017).
10. Worked as Cleaning Supervisor at Kalp Al-Mohiet Company (Sep 2017 till March 2018).
11. Now I am working As Supervisor at Majid Al-Futtaim. (April 2018 - Present).

Key OF SUCCESS:

- Continue Concentration at work.
- Very focused at my job and tasks associated with it.
- Team-Spirit work.
- Team Player.
- Leadership.
- Ability to Communicate and Convince people.
- Excellent communication skills with people.
- Positive Competitive Spirit.
- Very good negotiator.
- Has a wide work experience in customer-oriented companies?
- A tolerant and flexible individual that can adjust to a different situation.
- Excellent reputation with customers as a competent, knowledgeable, and helpful professional with strong verbal and personal communication skills.

VISION:

To increase the shareholder value, and maximize the profits, by improving the operational efficiencies and maximum utilization for the available resources.

QUALIFICATIONS:

1. University degree: Bachelor of Social Works
2. Department: Social Works
3. Year of graduation 2008
- University: Cairo University

LANGUAGES:

Arabic: Mother Tongue

English: Excellent Spoken, Written and Listen.

Computer SKILLS:

1. Windows 98,2000, xp, Vista, 7, 10 , Mac & IOS.
2. Access
3. Excel
4. Word
5. PowerPoint
6. Public Relations, Secretarial, Customer Service, Human Resources and The areas of computer.

Training COURSES:

1. English TOEFL Course. (R.D.A Academy)
2. English Conversation Course Level " 2 " (Axon Academy).
3. English Conversation Course Level " 3 " (IT Gate Academy).
4. Human Resource Management Diploma from Harvard.
5. T.O.T Diploma from Manchester College.
6. T.O.T Diploma from Harvard.
7. Introduction at Programming with C# (Console Application only).

8. **Business Administration (shell).**

1. Marketing.
2. Business Administration.
3. Financial work.

9. **IT Essential " 1 ". (Cisco).**

1. Define Information Technology (IT) and describe the components of a personal computer.
2. Protect themselves, equipment and the environment from accidents, damage and contamination.
3. Perform a step-by-step assembly of a desktop computer.
4. Explain the purpose of preventive maintenance and identify the elements of troubleshooting process.
5. Install and navigate an operating system.
6. Upgrade or replace components of a laptop, printer or scanner based on customers' needs.
7. Configure computers to attach to an existing network.
8. Apply good communications skills and professional behavior while working with customers.
9. Perform preventive maintenance and basic troubleshooting.

SKILLS:

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|-------------------------|--|----------------------------|
| • Manager on duty | • Customer service | • First Aid |
| • Operation Supervisor | • Customer care | • Security operation |
| • Store management | • After sale service | • CCTV control |
| • Team Leader | • Call Center | • Microsoft office |
| • Sale supervisor | • Managing Health and Safety. | • Teams |
| • Sales accounting | • Health & Safety Representative. | • Point of sale (POS) |
| • Office administration | • Food safety management. | • Arabic Language |
| • Call center | • Food safety regulation. | • English Language |
| • Inventory control | • Stock counting | • Stock control |
| • Human Recourses | • Admin | • HR |
| • Quality Control | • Time Management | • Administrative |
| • Purchase Orders | • Orders management | • Receiving Goods. |
| • Customer service | • Customer satisfaction. | • Reception Management |
| • Secretary | • Manager Assistant | • Team Player |
| • Oracle Hospitality | • Accounting | • Preparation GRN |
| • Document Controlling | • Compensation and benefits management | • Cost Controlling |
| • Task Assignment | • Achieving Targets | • Payroll |
| • Customer Relations. | • Compliance. | • Cash Management |
| • Public Relations. | • Generating Invoices | • Store Keeping Management |
| • Packing Management | • Analyzer & Planner | • Organizational Skills |
| • Stocking Management | | |

REFERENCES:

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