



MONIR NAGIB

United States Of America
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ABOUT ME

Monir Mohamed Nagib Monir Khalil Moustafa
was born on 4th of Sep 1994 in Egypt
Single

EDUCATION

The British University - Cairo, sherouk city, Egypt **2012 - 2017**
Bachelor of Computer science and information system
My studies were a combination between coding, networking and information system
My graduation Project was about a Mobile App for Android called "Guide Me" Took A+

EXPERIENCE

Orange Business Services France Telecom - Heliopolis, Cairo, Egypt **2018 - Current**
Network Specialist, Change Management

JOB DESCRIPTION

- Am responsible for managing and implementing changes created to customers services that mainly include:
- Network connectivity Cisco Routers, Switches and Access points, Cisco SD-WAN and SD-Access , Fortinet SD-WAN
- Network security & access
- UM Fortinet firewalls, Fortimanager and Forti Analyzer, scaler Proxy Solutions, IPsec and SSL VPNs Check Point Firewalls, F5 BIG-IP
- VoIP, Cisco CUCM
- Also, we are responsible for managing planned outages, software upgrades, supporting in major projects, supporting the customer with information and redirecting them to the right entities.
- Validate data for each change request
- Liaises with different entities to get the change activated in agreed time as per SLA with Customer
- Act as the SPOC for the customer till change request is activated
- Communicate the results to the customer and closes the case
- Monitor and report quality of first time right, on-time change implementation
- Ensure and monitor delivery of change implementation within customer agreed down time
- Manage bulk migrations projects using standard process and procedures -
Assess, prioritize, respond and report on time for expedite requests
- Work in 24x7 enviroment

Finders Real Estate - Fifth Settlement, New Cairo, Egypt **2016 -2018**
Real estate Broker **Part Time 2016 - 2017**
Sales Team Leader **Full Time 2017 - 2018**

JOB DESCRIPTION

- Assist sellers in how to best promote their properties to attract advantageous offers
- Advertise properties through a variety of marketing techniques
- Evaluate the clients' desires and economic capabilities to discover the suggestions

- Provide information regarding legal guidelines, rates, specifications and property availability
- Mediate the dealings between sellers and buyers ensuring good conduct and the honest exchange of information towards a beneficial understanding
- Appraise the value of properties by thoroughly researching the market or past purchases
- Present properties to potential buyers and address questions or concerns
- Draft and complete important legal documents (contracts, agreements etc)

TEAM LEADER JOB DESCRIPTION

- Confer with potential customers regarding service needs and advise customers on types of equipment to purchase.
- Meeting and exceeding company set goals and standards.
- Recommending and enforcing new sales pitches and practices.
- Direct the hiring, training, or performance evaluations of sales staff and oversee their daily activities.
- Resolves customer complaints regarding sales and service.
- Plan and direct staffing, training and performance evaluations to develop and control sales and service programs

SKILLS & CERTIFICATES

- | | |
|-------------------------------|-----------------------------------|
| • Time Management | • CCNA // CCNP |
| • Team Leader | • Voice Over IP Cisco (SIP Trunk) |
| • Fast learner | • Scrum Fundamentals |
| • leadership | • 3-Sigma |
| • Documentation and reporting | • Define customer needs |
| • Support users | • Network basics |
| • Sales skills | • Troubleshooting |
| • Creative thinking | • Diagnose network problems |
| • Photoshop | • Multitasking |
| | • Microsoft Office & Excel |

LANGUAGES

- English — Native

- Arabic — Native

- French — Beginner

REFERENCES

• Geena Yakout
Manager at OBS
Phone no: +201272954582
Email : Geena.yakout@orange.com

• Haleem
CEO of Finders and home destination Companies
Phone no: +201223674521
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LINKS

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 <http://www.facebook.com/Moneer.nageb>