

# **Moetaz Ahmed Morad**

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Date of Birth: 16th January, 1981

Marital Status: Married

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**Objective** To benefit an organization that can use who excels in Information Technology, and communicating with others while building strong teams, exceeding goals Expectation, prioritizing tasks, and meeting schedules.

## **Qualifications**



Bachelor's degree of commerce Mansoura University 2001.

Certified from the Central Bank of Egypt in Banking Operations 2006

Certified from American University in Preparing Financial Statements

Certified American University in English Courses 2005.

Professional Customer Operations Course 2009.

Effective Communication Skills Course 2014.

Membership Microsoft Certified System Professional (MCP)

Microsoft Systems Administrator (MCSA) 2005.



## **Key skills**

Project Management Professional (PMP)

Project Risk Management Leadership & Team Building

Advanced Business & Report Writing

Securing Networks with Cisco Routers

Configuring and Deploying a Private Cloud

Administering Windows Server 2012

Administering Microsoft SQL Server 2012 Databases

Configuring and Troubleshooting a Windows Server 2008 Network Infrastructure

Drive business growth by discovering new opportunities, clients, and customers

Deliver value by forging new strategic relationships

Culture Focused On Innovation and Customer Satisfaction

Strong Analytical and Critical Thinking Skills with Problem-Solving

## **EXPERIENCE**



### **Information Technology Specialist - Aviation Information Technology (AVIT) Civil aviation ministry**

Feb 2009 - present

#### **Sharm El-Sheikh, Airport**

Primary customer focal point for all products and services at all levels within the customer's organization, Management of broad customer & product service and support offerings for all ERP Platforms in customer inventory, Owns technical business solution's including the achievement of growth targets, and coordinating pursuit efforts, Responsible for operations, maintains , executes and manages campaigns to retrofit customer fleets with service bulletins, retrofits, modifications and upgrades, Responsible to influence all internal functions to ensure customer satisfaction

#### **Sales Account Manager**

##### **Alyasmin Brokerage**

Jun 2003 - Nov 2009 Alexandria



Front line seller who drives sales, identifying and generating opportunities for different kinds of customers within Alyasmin Brokerage Company. Develop customer relationships through coordinating and attending trade shows, seminar, and similar events. Provide reports and opportunity status using our customer relationship management system.

Support monthly rate reviews and trend analysis for any potential rate adjustments Produce business summaries on financial performance related to project cost projections as well as company expense control initiatives , propose recommended actions to meet financial commitments, and lead process to drive accountability to action plans, Support the completion of monthly and quarterly reports and fluctuation analysis.