

PERSONAL INFORMATION



Amr Khouly

+971-544782913

visa status: Dubai transferable residence visa with NOC

amrkhouly@hotmail.com

<https://www.linkedin.com/in/amrkhouly/>

Gender Male | Date of birth 27/08/1992 | Nationality Arabic-Syrian | Marital Status Single

EDUCATION and TRAINING

2019- present

Master in Business Administration (first year).
Syrian Virtual University

2012-2018

Bachelor's Degree in Electronics and Communication Engineering.
Damascus University

Training Courses:

- 2018 • Professional Network Manager.
- 2017 • MCSA Microsoft Certified Solutions Associate.
 - Windows Server 2016 operating system, client-server structure, network infrastructure, virtualization, domain management.
- Introduction to Telecom (PSTN-GSM).
- 2016 • CCNA Cisco Certified Network Associate (Routing and Switching).
 - N+.
- 2014 • A+ (expert software and hardware maintenance).

WORK EXPERIANCE

Oct 2019 – Dec 2019

Customer serves at noon.com _UAE

- Providing helpful information, answering questions, and responding to complaints.
- providing helping to ensure that customers are satisfied with products, services, and features

Jan 2018 – Jul 2019

Sales Engineer at ICT Department _Syria

Souccar for Electronic Industries (SEI), Damascus (Syria)

- PBX: Alcatel-Lucent Products - NEC Products.
- Surveillance system: Fine and Hikvision IP cameras products.
- Data Center: Design and implementation of data center according to TIA-942 standard.
- Cable and Networks: Design and implementation.
- Administering client accounts.
- Establishing new, and maintaining existing, relationships with customers.
- Collaborate with sales teams to understand customer's requirements and provide sales support.
- Managing and interpreting customer's requirements.
- Reporting of (RFP - MRP - PO).



Jan 2018 – May 2019

IT Support _Syria

Freelancer at Ibtikar Advertising Agency.

- installing and configuring computer hardware, software, systems, networks, printers and scanners.
- Diagnosing and solving hardware/software faults.
- talk staff or clients through a series of actions, either face-to-face or over the phone, to help set up systems or resolve issues.



Jul 2017–Aug 2017



Internship at MTN -Syria in Network Division _Syria

Training period at MTN mobile network provider in the following departments:

- O&M department (NMC-BSS-OSS-Maintenance-Power planning).
- Core operation and maintenance department (CS-PS-TX).
- Transmission department (BackBone Network- IP RAN).
- Radio Network Planning and Optimization department (2G-3G-4G).
- Quality and Performance department.

2013

Training coordinator at Sky Education institute in responsibility _Syria

- Preparing and organizing paperwork and other materials as needed for meetings, and expenses reports.
- Maintaining office scheduling and event calendars.

PERSONAL SKILLS

Languages	<ul style="list-style-type: none">• Arabic (Native)• English (Fluent)
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Professional Skills

Cisco Technologies



Telecom Systems



Computer Maintenance



Mikrotik Technologies



Surveillance Systems



Microsoft Office Suite



Network Management



Network Infrastructure



Programming



Expertise

Negotiation Skills



Sales Strategies



Reporting Document



power to convince



Presentation Skills



Communication skills

- Good skills in business correspondence.
- Flexible and easygoing, friendly.
- Dynamic, cooperating, ambitious.
- good communicator.
- Resilience and tenacity.

Driving licence

- Yes

Ready to travel and reallocate anytime