 **Moataz**

moataz.147919@2freemail.com

**Personal Information**

Nationality: Egyptian

Date of Birth: July 31st 1989

Place of Birth: Alexandria, Egypt

Marital Status: Single

Mother Tongue: Arabic

Driving License: Work in progress

**Objective**

A multi-tasking professional, who is able to combine the ability to lead and motivate with an enthusiastic, can-do approach. Possessing a forward-thinking approach to the management of tasks and assignments, **looking forward to work for a company which promotes recognition and rewards creativity, hard work & commitment.**

**Work Experience**

**May 2016 to current Technical Support Advisor at Apple, Dubai, UAE**

* Technical support advisor for Apple iOS and Mac OS X devices
* Documenting all end user identification information, contact information, and nature of their problem or issue.
* Building rapport and elicit problem details.
* Recording and documenting requests, decisions made, and actions taken, through to the final resolution.
* Applying diagnostic utilities to aid in troubleshooting.
* Accessing knowledgebase, and frequently asked questions resources to aid in problem resolution.
* Fixing technical issues at the Mobile and PC level, including installing and upgrading software, implementing file backups, and configuring systems and applications.
* Technical testing to ensure problem has been adequately resolved.
* Performing post-resolution follow-ups to assure customer satisfaction.
* Providing help sheets and knowledgebase articles to end users for self-help.

**November 2014 – May 2016 International account advisor / Operation support / Acting as Performance manager at Vodafone Ireland (VIS) Cairo, Egypt**

* Customer service advisor in pay as you go department for 11 months, handling all customer queries related to phone lines and resolving all the issues that may arise, and promoting for all new offers in addition to supporting bill pay department.
* Up-skillto operation support for 4 months, orienting new comers and providing full support during the nesting period
* Up-skillagain to Acting as performance manager for 3 months, monitoring overall performance of Pay as you go advisors’ day to day activities and tasks and providing support for team leaders with solutions for crisis and critical business situations to ensure stability of operations and work flow

**May – November 2014 Ordering specialist at Amazon, Alexandria, Egypt**

* Managing orders for books for online sellers book depository, Abe books and Amazon
* Managing the orders logistics process starting from placing the order going through suppliers warehouse till the delivery to the customers in addition to taking all necessary corrective actions for any issues in the process
* Reporting & Handling inquiries from/to various teams in the company
* Preparing and submitting daily progress reports of all processes to team leader

**April – December 2013 International advisor at Vodafone UK (VIS) Cairo, Egypt**

* Customer service advisor in billing department
* Handling all customer queries related to their phone bills
* Reviewing bill and clarify all the aspects related to the charges
* Resolving customers issues about their plans and services
* Performing follow up when needed to assure the highest customer satisfaction
* Promoting for all new plans and services

**Education and Training**

 **2007 – 2013** Bachelor's in Business Administration (English department)

 Alexandria University, Alexandria, Egypt

 **1995 – 2007** Victoria College, Alexandria, Egypt

**Courses**

* PMP; Project Management Professional: Official contact hours course for the PMP exam.
* Marketing principles course
* Customer care training scholarship (ITI)

**Skills**

**Language skills:**

* Excellent command of written and spoken English

**Computer skills:**

* Mac OS
* Windows 98 : 10
* Microsoft Office
* ICDL

**Professional Attributes**

* Self-Motivated and can work under pressure
* Leadership Skills
* Excellent research abilities
* Enthusiastic and Passionate
* Positive attitude towards problem solving
* Creative in finding new solutions
* Good communication skills
* Strong Team player and reliable when working independently
* Persistent on achieving the best outputs using the available inputs
* Flexible and willing to learn

References furnished upon request

**Thank you.**