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| **Mohammed** Mohammed.150653@2freemail.com

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| **objective** |
|  | Seeking a work That enables me to utilize my computer, communication, and language skills, fulfill my personal ambitions and enhances my knowledge and my experience. |
| **education** |
|  | 2000-2004 Helwan University Cairo, Egypt Faculty of Arts. |
| **skills** |
|  | **Computer Skills:** Excellent Knowledge of Operating System WindowsXp&Window7&Window8&Windowserver 2003&Window server 2008 Excellent Knowledge of Microsoft Office 2003&2007&2010 VeryGood knowledge of Knowledge of Network fundamental**Language Skills:** Native language Arabic Very Good command of both written and spoken English |
| **Training Courses** |
|  | **Training Courses& Certificates:****English Language Course** (ELAHRAM TRINING CENTER) **Microsoft office & internet at** ( Helwan University)* Includes ( word& excel& access & PowerPoint & outlook& network fundamental)

 **Power of energy & the path to the peak DR. Ibrahim Elfiky** (Canadian training center) **Human resource management in Al Sadat** academy that includes: - Strategic planning for HRM - Selecting and recruiting  - Evaluating and manage resources - Development and job satisfaction - Employee motivation and career path**Courses at Work:*** Advanced Leadership skills (Ecco training center)
* Communication skills ( Link training center )
* Work force ( Ecco training center)
* Time management(Link training center)
* Negations skills ( Link training center )
* Customer service ( Link training center )
 |
| **Experience** |
|  | **March 2015 Specialist, (Orange)(Sr. Specialist, CS Planning & Reporting)**Provide and analyze global and segmented CS regular / Ad-hoc reports highlight any changing trends (quality, productivity, cost and efficiency) in CS indicators stating drivers & suggest ways to improve it.     Participate in CS quarterly and annual planning exercises.     Update CS management proactively with any operational issues.     Preform a regular review for the headcount requirements and provide a detailed headcount exercises when needed to determine, allocate, distribute and redistribute resources (Current and planned).     Prepare detailed budget charts, reports and spreadsheets when needed.     Preform a monthly review for the customer service budget and compare monthly forecast against actual**March 2015 Specialist, Call Center –DSL (MOBINIL)( DSL call center specialist**

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| **CS Fixed Broadband**) |
| Handle difficult / escalated technical problems, as needed transferred from first support team Supporting the customer to solve problem related to ADSL at customer OS (operating system) like (windows & mac &smart devices like I pad I phone)Handling financial complain via system (Tracer, CRM, BSCS, E-connectCheck customer financial complaints and send it to financial team Handling router settings as ADSL configuration (for both dynamic configuration & static IPs configurationHandling router settings as ADSL configuration, Wireless configuration and Port Forward for Remote Devices like PCs, IPCAM, Server s, etc….Handel ADSL problem for Link2work VPN product.Handel Link Dot NET VAS (linkDr, [Link Guard](https://web.mail.link.net/owa/redir.aspx?C=882b26400a9c4cd29cae5b24f21a5572&URL=http%3a%2f%2fldn-ccd%2fkbnew%2flink%2520Guard.aspx), linkmax , etc….)Handling the customer's compensations request due to technical problem from our side or Telecom Egypt side.Handling cancelation requests including trying to retain the customer and explain the process of the cancelation.Handel technical problem related of logical connection problems   |
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**May 2010 LINK Dot NET(technical support**)  Configuration of client's equipment to connect to the Internet  via modem/DSL Router Check customer financial complaints and send it to financial team Handling financial complain via system (Tracer, CRM, BSCS, E-connect Configure software to connect to Internet application servers, DVR& Server &IP Cam Provide training to clients in the use of system and applications as related to InternetObtain general understanding of OS and application operations related to company offered services.Identify and correct or advise, on operational issues in client computer systemsWorking under oracle application CRM**From nov. 2008 (Web Editor in "Otlob.com" & "Otlobmall.com)**Work with content management systems to publish or update online content. Set the overall tone of a website.Generate ideas for content.Understand issues surrounding user experience, accessibility and information architecture.Edit content to desired lengthCheck articles for tone and styleMust work within pre-existing web forms and pre-designed templates**From May 2008 Egyptian contact center operator (ECCO) NTCC project** (**Team Leader )**Responsible to coaching agent and supporting my team to get the company vision  make daily &weakly & monthly report to deliver it to client Responsible for service level and lead shift employee to target it Supporting team and motivated the agent in my team Responsible to make AHT report and attendees and weakly scheduleWorked as trainer for product knowledge to new comerResponsible for survey team and make daily report for survey  Responsible for monitoring calls for agent in my team **From Feb 2007 Egyptian contact center operator (ECCO) NTCC project (Customer service representative )****EL-Wadey Touristic GroupOffice manager1 year**Assisting and managing day-to –day administrative workReceive direct telephone& email &faxes and reply it coordinate meeting rooms for sales teamobtain /renew necessary document for social insurance and contract for employee  |
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| **Personal Skills** |
|  | * Working within a group.
* Working under stress.
* Flexible and willing to learn
* Decision making
* Problem solving & planning
* Able to meet deadlines.
* Mature with a sense of responsibility and ownership.
* High Communication skills
* Organizing and making decisions
* I am able to work wherever the work will needs me
 |
| **Personal Information** |
|  | Date of Birth: 24/12/1982Marital Status: marriedMilitary Status: ExemptedNationality : Egyptian**I Hope My Request Meeting your Work Requirement** **Furnished Upon Request** |

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