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| **Mohammed**  [Mohammed.150653@2freemail.com](mailto:Mohammed.150653@2freemail.com)   |  |  | | --- | --- | | **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**   |  | | --- | | **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 | |  |  |   **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 | |  |  | | **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: 24/12/1982  Marital Status: married  Military Status: Exempted  Nationality : Egyptian  **I Hope My Request Meeting your Work Requirement**  **Furnished Upon Request** | |