# I will be staying in the UAE until the 28th of September and I will be using the number listed above. After the 28th I will be using the other number.

# Personal Details

· **Nationality:** Egyptian

· **Date of Birth:** 4/20/1989

· **Military Status:** Completed

· **Marital Status:** Single

# Objective

· Seeking a job in a challenging and healthy work environment, where I can utilize my skills and knowledge efficiently for organizational growth, and where I can pursue a highly rewarding career, which shall enhance my working capacities, professional skills, business efficiencies.

# Education

**BSC IN ACCOUNTING | 2012 | FACULTY OF COMMERCE, ENGLISH SECTION, ALEXANDRIA UNIVERSITY**

· Major: Finance

· Minor: Accounting

# Employment Experience

## NETWORK OPERATION CENTER ENGINEER | FAST TELECOMMUNICATIONS CO. | SEPTEMBER 2015 TO PRESENT

**Responsibilities**:

* Responsible for using network management, monitoring and trouble isolation tools and interpreting the results in order to successfully identify, understand and resolve network problems and improve network performance.
* Initialize necessary configuration to provision customer services for corporate and retail services.
* Identifies the causes, researches, assesses, solves and takes action to prevent networking and/or system problems from recurring using available resources.
* Maintain customer service continuity by providing 1st level support for all corporate services (Internet, Data, Wi-Max, VOIP, E1, DNS, Email & Web services).
* Application Monitoring to include server hardware and Operating Systems. Daily operational checks to ensure the environment is working as designed, working with Peer groups to resolve any major issue observed to ensure system reliability and availability.
* Corporate Routers configurations and modifications.
* Provide technical support for moderately complex problems in a timely manner.
* Escalate issues to our CORE Engineers in accordance with escalation procedures.

## RETAIL TECHNICAL SUPPORT AGENT | FAST TELECOMMUNICATIONS CO. | SEPTEMBER 2014 TO SEPTEMBER 2015

**Responsibilities**:

* Provide first line response for users requiring assistance with IT issues and problems.
* Respond to requests for technical assistance by phone and email and logging issues in a help desk management system.
* Escalate more involved problems to the appropriate team.
* Update daily status reports and shift handover.
* Act as a liaison between customers and the technical escalation team.
* Fill in all the required data for Helpdesk performance system.
* configuring residential ports on CISCO and Alcatel Dslams.
* Escalation network majors to network team
* following up with our customers and handling their complaints.
* coordinate between Technical support and all retail departments

## ANIMAL SHELTER VOLUNTEER | KUWAIT SOCIETY FOR THE PROTECTION OF ANIMALS AND THEIR HABITAT | JULY 2014 TO PRESENT

* Handled animals safely and confidently
* Worked well with other volunteers in animal shelter.
* Care for the animals kept at the refuge home by feeding and giving them bath, taking them for walks or playing with them
* Helped in organizing events and fundraisers for the shelter.

PART-Time ACcountant | Seif Realestate investments | august 2012 - april 2014

* Invoices
* Workers payroll
* Preparing and printing pay slips
* Petty cash
* Assisting in AR collection efforts by preparing the age analysis after period closing
* Suppliers & Subcontractors monthly balance
* Trace account receivables
* Monthly payables balance
* Income tax payments
* Operations insurance
* Bank reconciliation

## SUMMER INTERNSHIP PROGRAM, TELLER ASSISTANT TRAINEE | NATIONAL SOCIETE GENERALE BANK | 2010

## · Received and counted working cash at the beginning of the shift.

· Identified customers, validated and cashed checks.

· Accepted cash and checks for deposit and checked accuracy of deposit slip.

· Processed cash withdrawals.

· Performed specialized tasks such as preparing cashier's checks, personal money orders, issuing traveler's checks and exchanging foreign currency.

· Received and verified loan payments, mortgage payments and utility bill payments.

· Recorded all transactions promptly, accurately and in compliance with bank procedures.

· Balanced currency, cash and checks in cash drawer at end of each shift.

· Attempted to resolve issues and problems with customer's accounts.

· Initiated and opened new accounts.

## SUMMER INTERNSHIP PROGRAM, CUSTOMER SERVICE TRAINEE | NATIONAL SOCIETE GENERAL BANK | 2009

· Kept records of customer interactions and transaction, recording details of inquiries, complaints, and comments, as well as actions taken.

· Resolved customers’ service issues.

· Checked to ensure that appropriate changes were made to resolve customers’ problems.

· Contacted customers in order to respond to inquiries or to notify them of claim investigation results and any planned adjustments.

· Referred unresolved customer grievances to designated departments for further investigation.

· Answered inquiries regarding checking, savings accounts, and other bank related products.

· Performed services for customers such as ordering bankcards and checks.

## SUMMER INTERNSHIP PROGRAM, CUSTOMER SERVICE TRAINEE | COMMERCIAL INTERNATIONAL BANK | 2008

## · In charge of all trainees in the internship, and reported directly to the manager.

· Provided banking assistance to bank customers in handling their deposits and payments.

· Gathered and analyzed financial and related data of customers.

· Maintained up-to-date knowledge about bank products and services.

· Built positive working relationships with existing customers and identified and contacted new customers.

· Understood customer needs and accordingly recommended suitable bank products.

· Made sales calls to customers and identified cross-sell opportunities.

· Advised customers about loans and interest amounts.

· Assisted banking personnel in preparing and checking bank documents and statements.

· Liaised between banking personnel and customers.

· Verified and inspected loan documents and customer credentials.

· Promoted banking products and services to customers.

· Resolved customers’ service issues.

· Checked to ensure that appropriate changes were made to resolve customers’ problems.

· Referred unresolved customer grievances to designated departments for further investigation.

# Certified Courses

**EXCEL FOR COMMERCIAL USE | ALEXANDRIA UNIVERSITY**

**MICROSOFT CERTIFIED PROFESSIONAL**

· Installing, configuring and administering Microsoft Windows XP Professional.

· Managing a Microsoft Windows Server 2003 Environment.

· Maintaining a Microsoft Windows Server 2003 Environment.

**MCP ID#6800318**

**ORACLE PROFESSIONAL DEVELOPER | NEW HORIZONS COMPUTER LEARNING CENTER**

· SQL fundamentals.

· PL/SQL.

· Forms Builder.

**CISCO CERTIFIED NETWORK ASSOCIATE** **– ROUTING & SWITCHING**

· Exam 200-120

**CISCO CERTIFIED NETWORK PROFESSIONAL – ROUTING & SWITCHING**

· 300-101 Implementing Cisco IP Routing.

· 300-115 Implementing Cisco IP Switched Networks.

· 300-135 Troubleshooting and Maintaining Cisco IP Networks.

**Cisco ID No. CSCO12537266**

# Professional Memberships

· Egyptian Commerce Syndicate.

# Skills & Abilities

**IT**

· Microsoft Office: Word, Excel, PowerPoint, Outlook, and Explorer.

# Languages

· Arabic: Mother Tongue

· English: Fluent

# Key Skills

* Well-developed analytical and numerical ability.
* Good in organizing and tactics.
* Ability to multi-task, work under pressure and to deadline.
* Planning/time management
* Information gathering
* Teamwork/interpersonal skills
* Management/leadership
* Ability to learn and adapt.
* Ability to work in high-pressure environments, like call centers.

**Job Seeker First Name / CV No: 1829268**

[Click to send CV No & get contact details of candidate](http://www.gulfjobseeker.com/feedback/submit_fb_em.php)

