**Ahmed Mahmoud Farrag**

**Date of birth**:07 November 1989

**Nationality**:Egyptian

**Marital Status**:Single

**Military Status**:Final exception

**OBJECTIVE**

Apply and enhance my academic background, skills, and career through working in creative and productive development team that aims to meet the company’s and customers’ requirements and satisfaction.

**EDUCATION**

**Bachelor of Management Information Systems, New Cairo Academy**

* **Major:** Management Information Systems
* **Date of graduation:** May 2010
* **General appreciation:** Good (2.34 out of 4)

**High School**,[Lycée La Liberté](http://www.facebook.com/pages/Lyc%C3%A9e-La-Libert%C3%A9/121489891211658) **Portsaid**

* **Date of graduation**:Summer 2006
* **Concentration:** Humanities

**Primary School**,Bon Pasteur PortSaid

**LANGUAGES**

* Native in Arabic
* Excellent at English
* Good at French
* Fair at Spanish

**WORK EXPERIENCE**

**FOHMICS – IT Project Coordinator (Arabic Expert)**

From May 2015 toJune 2016 Location: United Arab Emirates

**Responsibilities**

* Work as a member of a governmental project with Arabic interface.
* The technology used in the project is (SharePoint 2013, HTML 5, and Exchange).
* Work with multi culture team members.
* Coordination between the client and the team members.
* Translation from English to Arabic and vice versa
* Compiles project status reports.
* Coordinates project schedules.
* Identifies and resolves technical problems.
* Analyzes systems requirements and defines project scope, requirements, and deliverables.
* Coordinates project activities and ensures all project phases are documented appropriately
* Testing and identifies mistakes of the application in the development phase.
* Basic knowledge in SQL Server and K2 software.

**Juhayna Food Industry (Portsaid Branch) - Administrative Services Specialist / HR Specialist**

From July 2014 toMay 2015 Location: Egypt

**Responsibilities**

* Working closely with departments, increasingly in a consultancy role, assisting line managers to understand and implement policies and procedures.
* Recruiting staff - this includes developing job descriptions and person specifications, preparing job adverts, checking application forms, shortlisting.
* Developing and implementing policies on issues such as working conditions, performance management, equal opportunities, disciplinary procedures and absence management.
* Administering and maintaining employee records.
* Dealing with government departments.
* Monitor and work directly with sales representatives, drivers and company cars.
* Configure and support users mailing system on computers and portable devices.
* Familiar with SAP software.

**Safico Trading Company (Activ Aboualaa) – IT Specialist / Photographer, Graphic designer**

From June 2012 to July 2014 Location: Egypt

**IT Specialist**

**Responsibilities**

* Resolve technical problems with Local Area Networks (LAN), and other systems.
* Configure security settings or access permissions for groups or individuals.
* Configure local area network (LAN) routers or related equipment
* Install and configure wireless networking equipment.
* Install network software, including security or firewall software.
* Research hardware or software products to meet technical networking or security needs.
* Set up equipment for employee use, performing or ensuring proper installation of cable, operating systems, and appropriate software.
* Oversee the daily performance of computer systems.
* Configure mailing system on computers and portable devices.
* Maintain record of daily data communication transactions, problems and remedial action taken, and installation activities.
* Confer with staff, users, and management to establish requirements for new systems or modifications.
* Supervise and coordinate workers engaged in problem-solving, monitoring, and installing data communication equipment and software.
* Handle customer support calls in a timely and accurate manner.
* Report system downtime and performance issues to Manager.
* Recommend process improvements to ensure system reliability, scalability, security, integrity and performance.
* Provide technical assistance and support for incoming queries and issues related to computer systems, software, and hardware
* Train computer users.
* Maintain daily performance of computer systems.

**Photographer, Graphic designer**

**Responsibilities**

* Correcting minor faults, or moving objects around.
* Take photographs of many models, in studios and on location.
* Work with digital technology.
* Carrying out research and preparation for a shoot.
* Working in different locations and in different circumstances to get the right image.
* Managing the processing and use of images, discussing technical problems, checking for quality with the graphic designers.
* Understanding digital photography and keeping up to date with industry trends, developments and new techniques.
* Online-marketing for example: moderating the company Facebook page, manipulating images for the company website.
* Developing expertise with software to digitally enhance images by, for example, changing emphasis and cropping pictures.

**Live Android Store – Sales / Customer Support**

From June 2011 to June 2012 Location: Egypt

**Responsibilities**

* Establish Personal Deliverables, Improvement Targets, Charter and Sales Goals.
* Assisted customers in locating merchandise.
* Advised customers on product features and options.
* Operated cash register to process customer transactions.
* Experienced in mobile accessories (Samsung – HTC – Sony – LG).
* Managing and maintaining android and blackberry software.
* Support any technical problems facing customers.

**SOFT SKILLS**

* Ability to work under pressure and in teams.
* Excellent communication skills.
* Smart, confident and eager to expand my knowledge.
* Self-development and self-learner.

**TRAININGS, CERTIFICATES & COMPUTER SKILLS**

* Microsoft Certified Professional (MCP).
* Self-Studying of Microsoft Certified IT Professional.
* Implementing & supporting Microsoft Windows XP Professional.
* Implementing & supporting Microsoft Windows 7.
* Managing & maintaining Microsoft Windows Server 2003 - 2008 Environment.
* Familiar with all MS Windows Versions (3.5 – Windows 8.1).
* Familiar with many Internet Browsers (Google Chrome – Firefox – IE – Opera).
* Microsoft Office Professional User.
* Hold International Computer Driving License (ICDL).
* Hold Test of English as a Foreign Language (TOEFL).
* Hold Spanish as a foreign language.
* Photoshop Designer.
* Workshop on Dialogue as a Tool for Better Understanding from the American University in Cairo.

**SPORTS**

* Professional football player, at PortFouad Football Club.
* Squash.

**HONORS**

* Best arising Club for AYB-PSU From AYB-SD
* Rise to the second division with PortFouad Football Club

**EXTRA CURRICULAR ACTIVITIES**

**Co-founders of Alshanek Ya Balady (AYB) –NGO- franchise in PortSaid**

* Started as a member of public relations committee which is responsible to share AYB ideas and activities all over the city.
* Organize Events.
* Contacting companies to gain sponsors.
* Choose the location of the event with the team.
* Responsible for printing and repositioning the advertising banners, posters and flyers.
* Collecting donations for improving our charity organization.

**Head of the Public Relation Committee in AYB-PSU (Alshanek Ya Balady PortSaid University) 2011**

* Management of my committee to start our actual work in making and organizing events in AYB-PSU (Alshanek Ya Balady PortSaid University)
* Interviewing the new members.
* Preparing the interview questions for other interviewers.
* Handling complains between the committee members.
* Reporting to the president of the NGO.
* Ensure my team is always working on the highest priority work and is aware of the priority.

**Work as an organizer in TEDx PortSaid 2012 Event.**

* Participating in event decoration.
* Responsible for printing and repositioning the advertising banners, posters and flyers.
* Live coverage of the event on the social media
* Provide the primary level of guest assistance in the seating area.
* Allow or disallow access into the pavilion based on credentials.
* Help guests locate their assigned seats and reporting any ticketing problems to a supervisor.
* Act upon all comments/complaints in a prompt and friendly manner.
* Organizer for events related to el Rawda Association for charitable events.

**Job Seeker First Name / CV No: 1836876**

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