** Mohamed**

**Mohamed.309516@2freemail.com**

**Dear Sir,**

I believe your organization will enhance my knowledge in everything, so I'm seeking a job opportunity position that matches my ambitious and motivated personality, to gain on-hand practical experience, expert skills and professional training related to my qualifications in which will help in achieving major goals and to be participant afterwards within my field.

**Career objective:**

I have the honor to apply to your well-esteemed company, hoping to be granted the chance of serving your company, looking forward to have an interview at your convenience.

**Personal profile:**

* Date of Birth: 01-05-1985.
* Nationality: Egyptian
* Address: Dubai
* Marital Status: single
* Military Status: Exempted.
* UAE driving license

**Education:**

* B.S.C Bachelor of Information Technology ( IT )
* Management Information System (MIS) [Eng.Sec.]
* Modern Academy for Computer science & Management Technology in Maadi (MAM) "May 2009"
* Accumulative Grade: " GOOD "
* General Certificate of Secondary Education, (DON BOSCO)
* Diploma in mechanics and CNC from Don Bosco 2003

**Graduation project:**

* E-book
* Graduation project Grade: " very good "

**Language Skills:**

* Native language Arabic.
* English very good speaking & written.
* Italian fair speaking & written

**Computer Skills:**

* **Excellent in windows XP & 7.**
* **Excellent in Microsoft applications.**
* **Excellent in using Internet.**

**Work Experience:**

* Sales in El Masria for export and import [2008-2009]
* Sales in Bavaria Group in BMW Dep. [2009-2010]
* Customer care in Vodafone Egypt as call center agent [Comed value dep., High value & in Complaint management] [2010-2013]
* Etisalat UAE Tier2 Back Office. [Current]

**Customer Service Skills:**

* Relationship building
* Complaint Procedures
* Positive language
* Telephone techniques
* Effective questioning
* Managing objections
* Customer satisfaction
* Web chatting
* Sales Lead Generation

**Personal Skills:**

* Ability to interactive and fast enough to learn new tasks quickly.
* Ability to work well under pressure.
* Ability to work well with all levels of management and personnel.
* Ability to work in a group or individually according to the job requirements.
* Very good communication skills.
* Patient, self Motivated and enjoy challenges.

**Interests & Hobbies:**

* Traveling
* Technology
* Music listening

**Goals:**

To be an active part of a company that matches my activities and to be in a corporate team work to work with.

**References:**

 Furnished upon request

**Tips:**

Long life learning (Ready to Learn)