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| Samuel  [Samuel.333092@2freemail.com](mailto:Samuel.333092@2freemail.com) |  | |
| Qualification and Abilities | |
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| * Able to promote, implement and train new software business solutions, for small and medium enterprises workforces. | |
| * Comfortable in the dynamic organization with a rapidly expanding customer base. | |
| * Able to identify all technical issues of assigned accounts to assure complete customer satisfaction. | |
| * Organized and analytical ,with good presentation skills and able to communicate professionally in written responses to emails | |
| * Able to articulate technology and product positioning to both business and technical users. | |
| * Ability to take ownership of critical situations and manage to successful resolution. | |
| * Can work alone or within a Team, Capable of performing under pressure, and meeting deadlines. | |
| Professional Experience  **Microsoft Cloud Tele-Marketing** January 2015 – Present  **SMB - Gulf**   * Work closely with planned partner's marketing and sales departments. * Providing Planned partners with product and technical support, new business opportunities and [leads](http://searchitchannel.techtarget.com/definition/lead) * Facilitate and support Planned partners transitioning into technology markets such as the cloud computing market, competency and qualifications plans * Developing and maintaining trust between a vendor and its partners and circumventing potential channel conflict. * Influences partners to buy cloud services and merchandise by following a prepared sales talk to give service and product information and price quotations | |
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**Intel Corporation** September 2012 – December 2014

**IT Client Service Support Specialist –Intel  
For Hewlett-Packard Company Enterprise Services**

Worked as second line of support for Intel Employees within Intel Cairo site, and remotely for the other sites within EMEA region, Task Included not limited to:

* Driving the efficiency and effectiveness of the Customer relationship management CRM incident management process.
* Producing management information, including KPIs and reports.
* Monitoring the effectiveness of incident management and making recommendations for improvement.
* Driving, developing, managing and maintaining the major incident process and associated procedures.
* Reviewing and auditing the process
* Ensuring that all IT teams follow the incident management process for every incident.
* Support Technical Systems: Implement changes to data systems configurations, including premises wiring and hardware for internal and external networks
* Install, configure and upgrade operating systems and software, using standard business and administrative packages; may modify specific applications for use in operational departments.
* Troubleshoot problems with computer applications systems, including troubleshooting hardware and software, e-mail, network and peripheral equipment problems; make repairs and corrections where required.

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| **Xceed Contact center**August 2008 – September 2012 | |
| **Microsoft EMEA– Post-sales** **Technical Advisor** | |
| • Provided services, post-sales technical advice and support on a range of Microsoft End User products. | |
| • Promoted additional Microsoft software editions, platforms and upgrades. | |
| • Worked as the key point of contact for clients, answering queries, providing technical advice and introducing new products. | |
| • Provided direct assistance via phone or Email, related to Microsoft Hardware/Software issues | |
| • Established Remote session with Microsoft End Users for configuring and troubleshooting System and networks issues. | |
| • Ensured accurate technical support, resource gaps, and identification of support quality improvement opportunities, needs and issues. | |
| • Monitored and responded to critical questions on technical aliases. | |
| • Provided product education and advice. | |
| • Improved the overall customer experience by providing valuable technical input and customer feedback. | |
| • Developed long-term relationships with clients through managing and interpreting their requirements. | |
| **Cisco - Order Management Support** |
| • Handed Global Cisco orders customer's inquiries through CRM /Email /Phone support. |
| • Provided incident and problem resolution, rapid response to user requests and logged incidents. |
| • Managed relationships with existing Cisco Partners, End users. |
| • Holed responsibility for customer satisfaction, and revenue objectives. |
| • Booked and Modified Cisco Orders through changing Items Configurations, Quantities, discounts, Early/Partial Ship flags, Expedite, and finalizing orders. |
| • Screened Cisco orders Starting form Booking till reaches the requested destinations. |

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| |  |  | | --- | --- | | **Al Awael IT House- Assiut:** April 2004 – July 2008 | | | **Office Admin / HR - Assiut Branch** | | | • Provided both HR-specific and general administrative and secretarial support for Assiut branch employees | | | • Assisting in filing employee-related documents, answer department telephones, relay messages, and distribute information to employees | | | • Providing direct support to executives by scheduling meetings and appointments, making travel arrangements, and processing expense reports | | | • Editing documents and presentations, entering and updating employee information into company databases | | | • Preparing employment packages, handling benefits information, and processing termination paperwork | | | • Assisted HR staff in the main office with specified projects, such as planning company events | | | **Domina Coral Bay Resort – Sharm El Sheek** March2003 – March 2004 | | | **Waiter & Bartender Assistant** | | | • Maintain an up-to-date working knowledge of the menu items and daily specials | | | • Explain the menu items in terms of preparation, ingredients and presentation | | | • Answer inquiries about food and beverage items on the menu | | | • Offer food and wine suggestions | | | • Inform customers of special items not listed on the menu | | | • Take food and beverage orders accurately including any special requests | | | • Check customer's identification to ensure they meet alcohol legal age requirements | | | • Check food orders with customers to ensure correctness | | | • Ensure customers are satisfied with their food orders, beverages and service | | | Education & Courses | | | | **Secondary School:** | Nasser High School. | | | **Faculty:** | Bachelor of Specific Education, Technology department | | | Certificates: | | | | * **BBSA Basic Business Skills Acquisition program** **Certificate** sponsored by FGF * **IBA Professional Bartender Certificate** sponsored byInternational Bartender Association * **ICT Trainer & Community Ambassador Certificate** Sponsored by The Canadian "Digital Opportunity Trust" * **Dale Carnegie SoftSkills Training Certificate** Sponsored by MCIT | | | |
| |  |  |  |  | | --- | --- | --- | --- | | Language Skills: | | | | | **Arabic :** Mother Tounge  **English:** Fluent | | | | | Personal data: |  | | | | **- Date of birth** | | : 15/11/1981 | | | **- Military service** | | : Exempted. | | | **- Marital status** | | : Single. | | | **- Nationality** | | : Egyptian. | | | Character: |  | | | **Personal Skills** | Spontaneous, Ambitious, Analytical, reliable, punctual, trustworthy | | | Communication Skills | Speaking effectively, Listening attentively, Providing and appreciate feedback. | | |