*Ahmed*

Email: ahmed.353288@2freemail.com

31 years old , Single , Egyptian

# Profile Overview :

* High potential , Punctual candidate having around Two years UAE experience at Etisalat UAE , One year in Saudi Arabia plus previous experiences in Egypt .
* Willing to Invest my Skills , gain more experiences & finding Career path .
* Currently in Dubai on a Visit Visa , Can join Immediately .

# EDUCATION :

* Bachelor of Engineering in Electronics & Communication Cairo University (2004-2009)

Accumulative grade : **Good** Year of graduation : **2009**

* Zewail Language school (2001-2003)

 Primary language : **English** Secondary : **French**

# COURSES:

* **Soft Skills** Courses : Communication Skills , Presentation Skills , Emotional Intelligence **.**
* **Lead Your Own Business - Mini MBA equivalent**  Course including “ Sales , Marketing , Finance ,HR , Project Management “ Sponsered by Shell .
* **Technical** Courses :  **GSM** course **, MCSE** course , **Data networks** 🡪Cisco **CCNA**  , Huawei “**HCNA**” , Alcatel **ACFE** “Alcatel Certified Field Expert “ , **Red Hat LINUX** Essential course , Operating System course , ICDL course , Microcontroller course , MATLAB .

# Sales Experiences :

|  |  |  |
| --- | --- | --- |
| ***Company*** | ***Position*** | ***Job Description*** |
| ***Centro Global Solutions****( USA Based Company )* | ***Telesales Executive / Call centre***  | Opener / Promoter , Raising the awareness regarding the products US Senior Citizens can get covered by their Insurance , transfer successful Leads to Closers . |
| ***El Nekhaily Electronics Store****( Egyptian based Retail )* | ***Sales Indoor (Retail)*** | Indoor sales for Network products like Routers , Switches , Faceplates , Patch panels , Cables ,KVM, … etc . |

# Major Experiences :

**Sr.Technical / Customer Support / Contact Centre / Upselling**

***Employer : Etisalat Emirates*** *(Since July 2015 till March 2017 ) Ajman , United Arab Emirates*

**Scope of support :** Technical , Billing , Mobile , High Speed Internet " Elife " for Prestige Customers .

**Key Performance Indicators :** Compliance , Quality , SLA , Customer Effort (CE), Customer Satisfaction .

\* Awarded from Ms. Abilasha Hans the SVP of Etisalat for Reducing Customer Effort overall 2016 .

***Reason For leaving*** : No Career path , No chance for development , Some issues in Egypt .

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**Project Engineer /Coordintor**

***Employer : AL-TAKNIA Telecom*** *(Since 3 March 2013 till 3 March 2014 ) Riyadh , Saudi Arabia*

**Our Customer :** Mobily Saudi Arabia **.**

**Project :** ONT Installation project to provide HSI ,Landline and IPTV services (3P) .

Representing the company in MOBILY FTTH project , **Dispatching & Management** of 10 teams of technicians , **Field support** , **Coordination** , **Reporting** , Closure on the Siebel , awareness of - Field Work - fiber splicing "fusion splicing machines" , OTDR " Optical time domain reflector" .

***Reason for leaving :*** Contract with Mobily Ended for our vendor .

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**IT Service Desk**

***Employer: Olympic Group*** *(Since August 2010 till Jan 2012) Cairo , Egypt*

**First point** of Support and IT Service delivery over the phone,through mails or face to face .

**FCR :** Resolve about 20 % of the tickets in Networks, OS, Printers, Scanners, Active Directory, Mail, and Oracle ERP , **Escalation** to the Second line of Support or the Solutions team through a ticket on IBM-MAXIMO software , **Coordination :** between all departments of the IT to provide a service to end users , Direct contact to the **Supply Chain** team make sure of the buget and Assets . **Reporting & Maintaining SLA** for every ticket was a very effective role that we handle.

***Reason for leaving :*** New Challenge / opportunity to travel to KSA ***.***