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| **Ramy.370570@2freemail.com** |  |

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| **PersonalInformation** | * Date of birth : 09/04/1989

 Nationality : Egyptian  Marital Status : Single  Gender : Male |
| **ProfessionalExperience** | **Trainee** **Egypt Air** , Egypt, Cairo, Jun 2009 - Jul 2009  Practical training in Egypt air for maintenance and engineering company  **Trainee** **Imbaba auto training center**, Egypt, Giza, Oct 2011 - Nov 2011  Maintenance of all types of gearbox  Maintenance of break system  Maintenance of car clutch  Setting of the car wheels**call center agent** **Etisal International ,** Abassia, Cairo, Egypt, Nov 2011 - Jan 2012**AutoCAD Engineer** **TransCad Ltd. Bldg ,** Nasr City Public Free Zone ,Cairo, EgyptJul 2012 – Oct 2012**Info & Sales call center Representative** **TEdata ,** *8 Geziret El-Arab St.,Mohandseen, Giza, Egypt* Nov 2012 – Feb 2014**Job Description:*** Fully understand company objectives to achieve them effectively and efficiently.
* Respond to customers' financial complaints and following upon pending issues.
* Presenting daily sales reports and report them directly to the Info and Sales Call Centre Supervisor.
* Interact with customers to understand their internet needs.
* Provide excellent customer sales to achieve customer loyalty.
* Delegate from the Team Leader to handle customer complaint
* Convert sales opportunities in order to meet financial targets
* Handling emails

**Mechanical Engineer, Workshop Engineer.**Arab Contractors. Naser City Branche 7 Beer Sabaa St. First Zone Naser City,Cairo,EgyptAug 2014 – Till Now**Job Description:*** Planning and monitoring work within the workshop
* Carrying out Inspection, Service, Repair and Testing of heavy Equipment.
* Ensure that repair orders are processed according to the established

guidelines and that work is completed to schedule* Responsible for coaching and transfer of knowledge to subordinates
* Give feed back of work progress to head of maintenance
* Responsible for service and maintenance of all sorts of heavy equipment
* Initiate and develop specific mechanical repair procedures and work instructions
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| **Education** | **Ghabbour Academy**, from 1-4-2015 to 10-4-2015 Basic course for Mechanical Engineers on the Loader Volvo Models :* L120F
* L180G

**Institute for construction engineering and management technology**,  Preparation and qualification of New Mechanical Engineer course* First Level 2-11-2014 to 14-11-2014
* Second Level 14-12-2014 to 26-12-2014
* Third Level 11-1-2015 to 23-1-2015

 **Egyptian Aviation Academy**, **Bachelor, aeronautical Engineering** , Sep 2006 - May 2011  Accumulative grade :(Good)  Project grade: (excellent)  Graduation project : Airbus A380 wing design  **Egyptian Aviation Academy**, Jul 2009 - Sep 2011 Basic course for Aeronautical Engineers (Airframe/Power plant )  **Dar El Hanan Language Schools**, Sep 1993 - Jun 2006 |
| **AdditionalSkills** |  **Spoken Languages** -  Arabic : Mother Tongue  English : V.Good command of spoken and written  French : Fair spoken And Written **Technical Skills** -  Dream Waver CS5 : Not bad Word & PowerPoint : Excellent  Excel : Excellent  AutoCAD – 2D : V.Good  Photoshop : Good  3D Studio Max : Not bad  Internet : Excellent  Femap with NX Nastran : V.Good  **Soft Skills** -  Interactive and fast enough to learn new technologies and sciences.  Able to work in group, under pressure, manage stress, teaching others, helpful, creative and calm  High Communications Skills  Self Motivated  Ability to meet deadlines successfully maintaining the quality of work  |
| **MilitaryExperience** |  **Exempted** Egypt, Sep 2011 - Sep 2011  |

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