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| |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | 123 | |  |  | | --- | --- | | **Ramy** |  |  |  |  | | --- | --- | | [**Ramy.370570@2freemail.com**](mailto:Ramy.370570@2freemail.com) |  | |  |  |  | | --- | --- | | **Personal Information** | * Date of birth : 09/04/1989    Nationality : Egyptian   Marital Status : Single   Gender : Male | | **Professional Experience** | **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 Branche7 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 | | **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 | | **Additional Skills** | **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 | | **Military Experience** |  **Exempted**  Egypt, Sep 2011 - Sep 2011 | |