



**MAHMOUD**

**Address**

Dubai - United Arab Emirates

**Contact**

mahmoud.381806 @ 2freethinking.com

**Date of Birth**

July 29, 1993

**SOFTWARE SKILLS**

Microsoft Word



Microsoft Powerpoint



Microsoft Excel



Internet



**LANGUAGES**

Arabic



English



**PERSONALITY**

- ✓ Communicative
- ✓ Punctuality
- ✓ Creativity
- ✓ Organized

**CAREER OBJECTIVES**

Seeking a suitable position that utilizes my qualifications and skills, and fulfills my personal ambition and enhances my knowledge.

**EDUCATION**

2011 - 2015

Faculty of Arts, Beni-Suef University, Beni-Suef, Egypt

Bachelor of Arts, English Department

Grade: Good

**EXPERIENCE**

January 2017 - February 2018

Spinneys, Cairo, Egypt

Security Guard

- Perform scheduled and random checks of designated areas throughout the facility to check for any security breaches
- Utilize the company's guest policies to issue guest passes and make sure that each guest is accompanied by an employee before entering the facility
- Assist the maintenance staff in securing an area during a maintenance emergency
- Collaborate with other members of the corporate security team to ensure that the facility is safe at all times
- Maintain a professional and effective relationship with the local police and fire department

August 2015 - September 2016

Etisalat, Cairo, Egypt

Call Center Representative

- Manage large amounts of inbound and outbound calls in a timely manner
- Follow communication "scripts" when handling different topics
- Identify customers' needs, clarify information, research every issue and provide solutions
- Keep records of all conversations in our call center database in a comprehensible way

## PROFESSIONAL SKILLS

- ✓ Have Excellent Communication Skills.
- ✓ Stress Management Skills
- ✓ Work in a team

## VISA STATUS

Visit Visa

## TRAINING & COURSES:

*Conversation Course ( 3 levels )*

*Place: Scientific Center, Beni-Suef, Egypt*

*Grade: Very Good*

*General English ( 10 levels )*

*Place: Scientific Center, Beni-Suef, Egypt*

*Grade: Excellent*

*Preparation for IELTS Course*

*Place: Cairo University, Cairo, Egypt*

*Grade: Very Good*