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PERSONAL DATA **Date of Birth:** 26 / 11 / 1984
Nationality: Egyptian
Place of born: Egypt
Marital Status: Single
Military Status: Exempted

**CAREER
OBJECTIVE**

I am seeking an opportunity where I can contribute, gain experience, improve my professional skills and make good use of my academic background and inter-personal skills to reach a profound and challenging position through my career.

**EDUCATION
&
COURSES**

- Victory College School, Alexandria, Egypt.
- Alexandria university, the faculty of literature, sociology department, media & communication section. GPA: Good
- Arab Academy for science and technology and maritime transport Certificate of surface supply "offshore" IDSA standard. GPA: Very Good
- American university in Cairo (AUC) Computer Systems and Applications Professional Certificate and ISSP certificate.
- ICDL Certificate (Syllabus version :4.0)
- ETS TOEIC Certificate score: 875
- Management Essentials: Directing Others (Orange Skill Port)
- Support Center Services and Work Environment (Orange Skill Port)
- Interpersonal Communication: Communicating Assertively (Orange Skill Port)
- Leading Teams: Establishing Goals, Roles, and Guidelines (Orange Skill Port)
- Developing Excellent Time Management Habits
- Knowledge as Strategy: Performance Improvement
- Leadership Essentials: Leading with Emotional Intelligence

**MISC.
INFORMATION**

Languages: *English (Very Good), Arabic (Mother Tongue), French (Good), Russian (good)*

Excellent Computer Skills: (Windows 3.x/98/NT4/2000/ Millennium/XP/vista/7) MS Office 2003-2007-2010 – Internet and high technical knowledge.

**PROFESSIONAL
FEATURES**

A conscientious customer service with over 9 years customer care, Retail sales, administration and relationship management experience in the telecommunication sector. A passion for delivery of top class customer service is fuelled by an organized mindset, orientation to details and genuinely caring attitude. Positive decision-making, good team player, flexible and able to organize work under pressure, developed leadership and interpersonal skills, strong organizational and time management skills, technical and system tools competencies.

**PROFESSIONAL
EXPERIENCES
2007/PRESENT**

Customer Center Senior Supervisor

"Orange Egypt For Telecommunications", (Cairo, Egypt) maintaining and supervising all customer center's operations (sales, customer service and stock) at the highest level while implementing customer center policy and procedures. Manage, develop, support and assess sales team to provide a high level of service. Building team spirit and staff loyalty in the customer center. Proposing tools to achieve the customer center's quantitative and qualitative objectives. Handling major customers' problems and propose permanent and alternative solutions. Proposing tools to maintain company and customer center image. Increasing customer satisfaction and loyalty. Handling customer center requests, stock and administrative work. Coordinating staff training and assign clear individual objectives. Validating equipment orders and controlling the stock level and replenishment. Revising the cash flow closure of the customer center.

Customer Center Senior Specialist

"Orange Egypt For Telecommunications, (*Cairo, Egypt*): Achieving own KPIs (Sales, E-quiz and customer) responsible for Supporting customer center team to achieve their KPIs. Handling customer's inquires and complaints. Enhancing customers experience through development and smoothening workflow inside the customer center. Sharing own experience as an input for new processes which increase customer satisfaction. Responsible for all administrative tasks of the customer center. Handling the staff operational schedule to ensure the appropriate number of working stations per shift. Interfacing with other departments and retail sales back office. Responsible for preparing daily briefings for the customer center team to ensure awareness of Products and Services that Mobinil offers. Responsible for shift closing procedures (Cash, Stock) to avoid any variance or discrepancy that may occur. Responsible for Equipment, furniture and customer center premises maintenance by contacting the concerned department or provider. Responsible of recording individual KPIs achievements on daily basis and reporting them to the higher management level. Proposing tools to maintain company and customer center image. Handling major and complex customer problems and propose permanent and alternative solutions. Handling customer center requests, stock and administrative work. Proposing tools to maintain company and shop image as well as keeping proper feedback status to retail management and customer center manager.

Customer Center Senior Representative

Responsible for Welcoming customers to the customer center and answering inquiries, solving problems to ensure the satisfaction of Mobinil customers, generating renewed ideas for increasing business as well as building up customer loyalty. Selling Mobinil products and services. Achieving objectives set by store manager. Solving customer's problems and complaints. Responsible for cash collection and delivery

Corp Large Accounts Manager, Enterprise Sales Dept.

"Orange Egypt For Telecommunications, (*Cairo, Egypt*)

Responsible for managing & visiting a list of Large and KEY accounts & maintaining the existing accounts within the assigned area, Developing sales figures within the list/market segment, promoting new solutions & new products to the related customers. Prospect the whole potential of the list/business segment assigned, studying the sales area analysis to arrange a program of visits. Achieving the sales objectives set by the direct manager. Developing a trustworthy relationship with customers. Translate & transfer all information gathered from the market and share with the Corporate Sales back office & marketing team. Providing feedback on field expectations and market share status. Ensuring profitability on commercial offers presented in line with customer needs. Reporting as per requirements assigned and carrying out formal presentations of products using sales tools provided. Assess customers' needs, explaining & demonstrating products to them which may involve providing technical description as well as describing purposes for which they may be used.

2006/2007

Personal Assist & Office Manager, Summer internship "*Mortgage Funding Group of America*", (*Alex & Cairo, Egypt*): Reporting to vice CEO, paraphrasing and summarizing daily reports, delivering presentations about the work of the office to senior management and other sections of the company organizing weekly agenda, meetings and appointments via phone with concerned parties and taking minutes during meetings, beside using a range of office software, including email, spreadsheets and databases. Organizing the office layout and maintaining supplies of stationery and equipment. Beside facilitating and supervising all of the administrative activities in order to ensure the smooth and dynamic running for the office. Last not least, attending conferences and fairs, etc...

2005/2006

Public Relations & Administration Officer, summer internship "*Mimo Art Company for Exporting Classic Furniture*", (*Alex., Egypt*): Conferring with other managers to identify trends and key group interests and concerns or to provide advice on business decisions. Consult with advertising agencies or staff to arrange promotional campaigns in all types of media for products, organizations, or individuals. Responsible for controlling the activities of imported shipments (logistics), checking perform invoice, packing list, certificate of origin, contracts and all issues concerning the customer's shipment as well as participating in international expos.

2004/2005

Public Relations Representative, summer internship "*Pan Middle Group for Real-Estate Investments*", (*Alex & Cairo, Egypt*): Planning development and communication of informational programs to maintain favorable public and stockholder perceptions of an organization's accomplishments and agenda. As well as dealing with individual customers, as well as, offering booking services including flights, hotels and facilitating limousines for foreign customers, etc...

2003/2004

Customs Agent, "*Al Amien for Import & Export*", (*Alex., Egypt*): Part time job Handling all import procedures (bill of lading, packing lists, permission of goods discharge, etc...)