**Ahmed Mohamed Naguib Abdo**

**Main Address** **:** 2 Makka St.Tanta,Gharbiya,Egypt.

**Alternative Address** : 1 Laslky St . , New Maadi, Cairo, Egypt

**Cell :** +2 01008221471

**E-Mail : ahmed.naguib9@gmail.com**

**Personal Information**

**Date of Birth** : Nov, 3, 1990.

**Marital Status** : Single

**Military Service** :Exempted

**Nationality**  : Egyptian

**Religion**  : Muslim

**Language Skills** : Arabic (Native), English (Fluent)

**Education**

**Scientific Degree :** Bachelor of Arts - Department of English on 2012- Tanta University, Tanta,El-Gharbia, Egypt.

***Grade****: Passed*

**Post Graduate Studies**

**Title:** *General Educational Diploma – Faculty of Education on 2013*

**Work Experience**

**October. 2019 – Present, Raya Corporation.**

**Position:** *Call Center Agent (Etisalat UAE)*

**Work Scope**

* *Following call center “scripts” when handling different topics.*
* *Identifying customers’ needs, clarify information, research every issue and providing solutions*
* *Ensure feedback from the customer to further improve the customer services*
* *Manage and update customer databases with the status of each customer*
* *Provide customers with brochures and information packages on products or services.*
* *Evaluate problems of the customers and provide logical lasting solutions*

**January. 2015 – December.2018, Educational Center**

**Position:** *Office Manager*

**Work Scope**

* *Assist with recordkeeping, such as tracking attendance and calculating grades*
* *Enforce administration policies and rules governing students*
* *Grade homework and tests, and compute and record results, using answer sheets or electronic marking devices*
* *Type, file, and duplicate materials.*

**December. 2012 – November .2014 – AlZAHABIA for Tourism (Tanta).**

**Position:** *Indoor Sales representative*

**Work Scope**

* *Establishes, develops and maintains business relationships with current customers and prospective customers to generate new business for the organization’s services*.
* *Makes telephone calls and in-person visits and presentations to existing and prospective customers*.
* *Researches sources for developing prospective customers and for information to determine their potential*
* *Identifies advantages and compares organization’s services*.
* *Develops clear and effective written proposals/quotations for current and prospective customers.*

**Certificates**

* **International Computer Driving License (ICDL) including the Following:**

Microsoft Office Package (Word, Excel, Power Point, Access, Internet, IT& Windows)

* **English Diploma in British Academy with an Excellent Grade.**

**Training &Field Visits**

* **A Training course at One Click Company for Electronic Products.**
* **A Summer Training Camp in Port Said to get the basis of:**
* Discovering techniques of building effective teams and empower individuals.
* Developing and monitoring human resource regulations that address new developments in employment law.
* Becoming a management resource for questions about organizational development, policies and budget.

**Personal Characteristics**

* *Interactive and fast enough to learn new technologies and sciences*
* *Self-motived, well organized.*
* *Ability to relocate according to business requirements.*
* *Excellent communication skills, time Management,**Leadership,**Creative Thinking, Presentation Skills.*
* *Working in a team or Individual and under pressure*