

MOHAMED IBRAHIM

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OBJECTIVE

Hardworking and reliable Electrical Engineer focused on going above and beyond to support the team. Serve customers effectively with attention to detail and hardworking approach. Passionate about modern technologies and always trying to bring my passion to complete engineering tasks to the highest standards. Seeks out opportunities to go beyond basics, support electronics innovation, and practice technical knowledge.



EDUCATION

Information and Engineering Technology | German University in Cairo
Achieved the Bachelors of Science degree in Electronics Technology & Communications Engineering with a good grade, and a very good grade in thesis at September 2014.



EXPERIENCE

Customer Service / MARSHALL | EventLab / RoadTransir Companies, UAE
JUNE 2016 - PRESENT

- Greet and welcome guests in a polite and friendly manner.
- Identify customer complaints, determine nature and extent of problem, and follow up with management to update the guest respectively.

Math Teacher | Mathnasium Center, UAE

FEBURARY 2022 – MARCH 2022

- Tutored Math for students from Grades 1 to 7, of UAE & American Curriculum.
- Assigned learning plans online to a student based on his performance level.

Data Entry Encoder | XE Events Company, UAE

JANUARY 2021 – DECEMBER 2021

- Gather patient data and encode it to the system quickly and correctly.
- Organized public PCR and Vaccinations, as well as private ones for companies and schools.

Customer Support Specialist | DU Telecommunications Company, UAE

JUNE 2021

- Operate on CRM software, and monitor the servers to keep it maintained and up to date.
- Reactivate mobile SIM, by uploading new customer ID or clearing outstanding balance.

IT Trainee | ADNOC Company, UAE

DECEMBER 2020

- Install, manage software's, replace faulty hardware, and troubleshoot technological equipment.
- Setup system LAN/WLAN, perform regular updates to firmware, and ensure data protections.

Electrical Engineer | AF Contracting Company, UAE

SEPTEMBER 2016 – NOVEMBER 2020, JULY 2015 – SEPTEMBER 2015

- Perform detailed calculations to compute and establish electrical, construction, by maintaining installation standards or specifications.
- Attend consultant and municipality engineers' meetings, write reports, and submit work progress presentations to managers and clients.

Communications Engineer | MT Communications Company, Egypt

FEBURARY 2015 – MAY 2015

- Prepare the engineering design and create budget for prospective clients.
- Handle telecommunication systems including SMATV, Intercom, Fire & Automation Control, Public Address, CCTV, passive network components.



SKILLS

- Technical design, and implentation
- Product demonstration, brand building
- Attentive to details, interpersonal skills
- Fluent in English and Arabic
- Sincere customer relations
- Adaptability and quick learner
- Multitasking and time management
- Complex problem solving



SUMMARY

Goal-oriented specialist dedicated to high levels of customer satisfaction and meeting aggressive business goals. Outgoing, friendly, focused and determined with specialized knowledge in Communications and Electrical Engineering. Focused teamplayer with strong background in technology environments and determined to develop my technical skills. Owns a UAE driving license, open to relocate, and is looking forward exploring challenging career opportunities.

REFERENCES

Mohamed Osama, RoadTransit CEO, 0552244040 ; Prमित Sethi, XE Events CEO, 0509579452 ; Nadia Elhoury, Mathnasium CEO, 0566428986 ; Diana Chalhoub, Eventlab GM, 0585600329 ; Abdulrahman Madi, ADNOC IT Engineer, 0522222037 ; Ahmed Altenaji, DU Branch Manager, 0559999056; Shahid Islam, AF Contracting Electrical Supervisor, 0562031032 ; Adel Harby, MT Communications CEO, 00201125000053.