

Ahmed Hossam Mohamed

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Education

DBA Course (Doctoral in Business and Administration) | PRESENT

- I finished 4th semester and am still enrolled

MBA Course (Masters in Business and Administration) | 2017

- University: Helwan University
- Faculty: Commerce
- Major: Management

Bachelor's Degree | 2014

- University: Helwan University
- Major: Faculty of Commerce and BA
- Department: Business Information Systems

Professional Experience

Senior Relationship Executive | QNB ALAHLI (Retail (SHOUBRA Branch)) |Date: From 1/2/2016

- Processing all individual retail activities, point of sale with the client, and validating team transactions.
- Building relationships with all key clients and maintaining loyalty by creating plans and issuing best-case scenarios.
- Applying compliance and audit requirements on the branch and maintaining all custody.
- Achieving annual estimated target for all branches and planning team target distribution according to capabilities.

Quality Control | SADICO For Calibration and Testing for Petroleum Services (SCS) |Date: From 1/8/2015 TO 1/12/2015

- Responsible for an internal quality system, internal audit, and documentation.
- Service enhancement, innovation, and keeping the competitive advantage of the company in the market.
- Keeping ISO requirements applied effectively

Travel Consultant | TELEPERFORMANCE (EXPEDIA TD Account) |Date: From 1/8/2014 TO 12/6/2015

- Call Center agent for trip advising and booking flights, hotels, cars, and all-inclusive for United States, Canada, and other nationalities holding TD bank credit cards customers.
- Tailoring best offers to be redeemed by TD bank credit cards points around the world to encourage using them.
- Communicating with TD bank to solve credit cards issues.

Travel Consultant | TELEPERFORMANCE (EXPEDIA CANADA Account) | Date: From 1/5/2014 TO 1/8/2014

- Call Center agent for trip advising and booking flights, hotels, and cars for the United States and Canada citizens.
- Tailoring offers and packaging for all clients around the world through company deals.

Technical Support | RAYA Contact Center (ETISALAT EMIRATES) | Date: From 1/2/2014 TO 1/5/2014

- Providing Technical support for small and medium businesses ex. Internet, Landlines and mobile services
- Integrating all services in one web interface to facilitate troubleshooting.
- Handling technical complaints and forwarding cases to needed departments

Internship

Trainee | AHLY UNITED BANK (AUB) | DATE: FROM 1/8/2012 TO 1/9/2012

- Customer Service Representative, Personal Banking Officer/ RAO, Haram Branch

Certifications

TICO / CERTIFICATION NUMBER (T749632)

- TICO is published by the Travel Industry Council of Ontario to confirm the ability to be a travel counselor.

Skills

COMPUTER SKILLS

- Very Good use of Microsoft Office applications, presentations, spreadsheets, and Word Processing.
- Good using C# and Java.

LANGUAGE SKILLS

- Fluent Arabic is spoken and written.
- Very Good English is spoken and written.

Personal Details

DATE OF BIRTH: 04/10/1992

PLACE OF BIRTH: EL RIYADH

NATIONALITY: EGYPTIAN

MILITARY STATUS: POSTPONED

References Available Upon Request