

Mohammad ABD EL SALAM



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DONIA Elmaghrabi

Contact Information »
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Personal Information

Birth date : 1st Sep, 1994

Nationality : Egyptian

I Have A Valid Driving License.

EDUCATION

Bachelor of Computer science, Cairo Higher institute

• **Date of Graduation** : Jul 2020

CAREER OBJECTIVE

To work with sincerity and dedication to the best of my ability with the objective of contributing to the organization as well as enhancing my own personal growth and assure to give a professional environment to my colleague.

PERSONAL ATTRIBUTES

- Ability to effectively manage time and prioritize responsibilities.
- Fast learner, keen to discover new things, patient and resourceful.
- Excellent verbal and written communication skills.
- Ability to work well with colleagues in a team environment.

Technical skills and courses

- Asp.Net
- Html
- CSS
- SQL SERVER
- Visual basic

CAREER SUMMARY

Customer service Agent, Vodafone Egypt 2016 - 2017

Responsibilities:

- Assisting the customer in solving his problems, satisfying clients and speeding up problem solving
- Customer service representatives help customers with complains and questions, give customers information about their lines and helping customers understand the offers about their lines, they are sometimes seen as having a role in sales.
- Adhere to Customer Operations Department policies and procedures
- Provide customers with superior recommendations and actions, and be a driver for customer's satisfaction and Loyalty
- Create a smooth communication channel with different departments to resolve customer problems and requests when needed in a highly professional manner
- Implement high quality standards of Customer

Data entry, Etisalat 2017 - 2018

Responsibilities:

- Entering customer and account data from source documents within time limits
- Compiling, verifying accuracy and sorting information to prepare source data for computer entry
- Reviewing data for deficiencies or errors, correcting any incompatibilities and checking output

Sales in Alpha Egypt for dental supplies 2018-2020

Responsibilities

- promotes equipment and supplies to dentists and dental care facilities. My duties in this career include following up on sales leads, meeting with customers to assess their needs, and recommending products that can meet those needs.

Internal training programs attended

- **International Computer Driving License – ICDL (Certified)**
- **CCNA 200-301 and Encore 350-401**
- **Intensive training program on “optical fiber network installation ,maintenance and troubleshooting” from : 17/10/2021 to 28/10/2021**

LANGUAGE SKILLS

Language	Level
Arabic	: Mother Tongue
English	: very good