

Karim El Sayed Mohamed



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- **Nationality :** Egyptian.
- **Date of Birth:** 23rd September 1988
- **Visa Status** : L. Term Visit till March 2022

Career Profile:

Experienced customer care professional with three years of experience in the telecommunications industry. Now seeking a challenging but rewarding role in a position where I can use my interpersonal skills to provide the highest level of support to customers of Data Secure, LLC.

Thank you for your interest and I wish to respond to my wish to work in a place gives me the opportunity to develop my skills to contribute to the functional development of work and achieve the Goals.

Education:

- **B.Sc.** in Electrical Engineering (**Department Communications Engineering**) 2014
International Academy for Engineering and media science at media production, 6th October City, Giza Egypt.

Training & Courses:

- Course in (**Mobile Communication System**)
- Course in (**CCNA "Routing and Switching**)
- **ICDL** Preparation Proficiency in using **MS Office** application and internet.
- Course in English (**English for the Workplace**) Conversation.

Skills:

- Excellent organizational, Enterprise & Multinational Company's skills.
- Strong leadership and management skills for effective teamwork.
- Strong Enterprise Management background for Business Development, Complex problem solving skills.
- Provide support, Training and motivate other team Members.
- Expansive knowledge of the methods, principles, and practical application of engineering and technology, Electricity Engineering and communication Engineering.
- Expertise in managing **MS Excel** functions.
- Excellent Converse in a professional manner through verbal and written English and Arabic.

Professional Experience:

➤ customer service representative

(Jan 2021 - Nov 2021)

- Maintaining a positive, empathetic, and professional attitude toward customers at all times.
- Responding promptly to customer inquiries.
- Acknowledging and resolving customer complaints.
- Knowing our products inside and out so that you can answer questions.
- Keeping records of customer interactions, transactions, comments, and complaints.
- Managing a team of junior customer service representatives.
- Ensure customer satisfaction and provide professional customer support.



➤ QC Engineer & COORDINATOR

(Aug 2018 - Dec 2020)

- RQC Team - HUAWEI (OUTSOURCE OPERATE ICT)

- Implement the QA/QC management system for corporate Head Office.
- Coordinate all materials and drawings formats to projects.
- Guide Support monitor and Follow Engineers and teams.
- Review and Follow Health and Safety, Quality Tasks of all projects.
- Audit Telecom Quality Tasks and Solve Issues in monitor time.
- Reporting to senior managers weekly, monthly progress update Verify.
- acceptance packages evaluate them according to customer standards for many projects consecutively.
- Follow and record the KPI Egypt office in all projects of all Suppliers.
- Manage network budget and providing costing for all future developments and upgrades.
- Manage team of subordinates to ensure that all work activities are carried out in an efficient and procedurally compliant manner.



➤ Communication Site Engineer

(Jun 2015 - Jun 2018)

- SITE ENGINEER - SKY GRP

- Responsible for the configuration and implementation of new requests.
- Analyze and ensure the reliability of the communications systems on a regular basis to provide the highest level of performance, ability, and security.
- Track and analyze fault histories in the long term resolution of intermittent problems.
- Receive inquiries from different teams regarding current or planned projects and takes appropriate action to resolve problems, On-call in case of emergency.
- directing system installation, and designing, documenting and enforcing system standards.
- Design and implement new solutions and improve the resilience of the current environment.
- Maximize network performance by monitoring performance, troubleshooting.
- Network problems and outages, scheduling upgrades, and collaborating with.

