

## **CURRICULUM VITE**



### **Personal Information:**

**Full Name:** Mohamed Essawy Mohamed Elhandoum

**Mobile:** 00971523147887

**E-mail:** Mohamedessawy2014@live.com

**Address:** UAE

**Nationality:** Egyptian

**Date of birth:** 7/6/1990

**Marital status:** Married

**Visa:** Resident

### **Personal profile:**

A talented, highly motivated and enthusiastic with a strong background in customer service and admin.

and able to solve any complex problems, posses a strong desire to work on exciting and diverse.

projects that really makes a difference in people's lives. I'm currently looking for employment.

in an open, friendly and professional environment where ideas are shared and opportunities seized.

### **Basic Education**

Bachelor's from Faculty of Commerce from Tanta University (Accounting-2011)

### **Experiences:**

**1-Work as Project Administrator in IZone Electromechanical from 11/2018 till now.**

- Assist with project management duties.
- Oversee and performing administrative functions concerned with a project.
- Doing site visits and preparing reports.
- Administrators work in several industries including engineering and research.
- Handle the administrative functions of an organization's projects and programs.

**2-Work as customer service in Alpha feed Company for Feed& Poultry from 10\2014 to 10/2018.**

- Manage large amounts of incoming phone calls.
- Preparing the Customer Service Guidelines.
- Resolve customer complaints via email, mail, or social media.
- Solving all product or service-related issues of the customers.
- Prepare End of day report & cash reconciliation.

**3-Work as customer service and leasing officer at white line property management from 10/2013 to 10/2014**

**4-work as customer service in Sea Group Hotel in Sharm el-Sheikh from 8/2012 to 8/2013**

### **Languages:**

- Arabic: Native.
- English: good spoken and written.

### **Computer Skills:**

- Microsoft Office.
- Internet surfing.

### **Key Skills:**

- Excellent communication skills.
- Good presentation skills.
- Team worker.
- Creative and innovative thinker.
- Good decision-making skills.
- Good planning and organizing skills.