**Mohamed Abdelfattah Elsayed**

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* **Objective**

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| --- | --- | --- | --- |
|  | Attaining a position in a multinational or semi-government organization where career growth is abundant and chances of exhibiting professionalism, dedication, and excellences are provided and my experience and interpersonal skills can be well utilized.   * **Personal information** * **Nationality :** Egyptian * **Date of birth :** 20/12/1986 * **Gender :** Male * **Marital Status :** married * **Military status :** Exempted * **Education**  |  | | --- | | Faculty of Commerce, Accounting Dept. (Suez Canal university) | |  |  * **Work experience** * **Job title** : Senior Customer Service Representative * **Employer**  : VFS Global * **From** : Jan 2014 till Now * **Job description:** * working in customer service department * responsibility of the team that will be handling pertaining to operations * Training and implementation of new processes * Handling Reconciliation process for all Egypt branches. * Handling Mailbox statistics, Feedbacks and analysis for all Egypt branches   **Awards**  Certificates from VFS Global for: |

* My contribution during employee trainings and my hard work.
* My contribution and efforts in essential tasks for all Egypt branches such as transaction codes and info mailbox.
* My team spirit.
* **Freelancer**

**• Job title :** Trainer **(Freelancer)**

**• Employer :** Information System Institute

**• From :** 2016 till now

**• Job description :**

Delivering courses in Data Analysis tools by power bi and excel, Microsoft Office,

E-accounting

**• Job title :** Trainer **(Freelancer)**

**• Employer :** Mastery Academy (Malaysia & UK)

**• From :** 2021 till now

**• Job description :**

Delivering courses in Business Report

* **YouTuber**
* In my educational YouTube channel, I give lectures in (Data analysis tools using Excel and Power BI - Microsoft office – Customer Service – Sales – Make summary of some books)
* **Channel name:** [**mohamedabdelfattah-yallanet3alem**](https://www.youtube.com/mohamedabdelfattah-yallanet3alem)
* **Previous Employment**
* **Job title :** Customer service and Sales representative
* **Employer :** Orange
* **From :** OCT 2010 till DEC 2013
* **Job description:**
* work in retail department as customer service and Sales
* Coordination with Accounts Department
* Make analysis to what we achieved from our target
* Develop my team performance
* Make daily reports
* **Skills**
* **Computer Skills**
* Excellent Knowledge of Microsoft Office
* Excellent knowledge of adobe Photoshop
* Excellent knowledge of adobe after effect
* **Language Skills**
* Native language Arabic
* Very Good command of both written and spoken English
* **Personal skills**
* [Communication](https://www.indeed.com/career-advice/resumes-cover-letters/best-resume-skills#skill2) skills
* [Customer Service](https://www.indeed.com/career-advice/resumes-cover-letters/best-resume-skills#skill4) skills
* [Interpersonal Skills](https://www.indeed.com/career-advice/resumes-cover-letters/best-resume-skills#skill5)
* [Leadership](https://www.indeed.com/career-advice/resumes-cover-letters/best-resume-skills#skill6) skills
* [Problem-Solving](https://www.indeed.com/career-advice/resumes-cover-letters/best-resume-skills#skill8) skills
* [Time Management](https://www.indeed.com/career-advice/resumes-cover-letters/best-resume-skills#skill9) skills
* **Courses**
* Sales – customer service (Orange)
* Customer service - Personal skills – time management (VFS Tasheel)
* Microsoft office (AUC)
* Leadership skills (Edraak)
* **Interests**

Reading, Sports