

Mona Abd El-Latif Ali Ismail

El Talbia - Al Haram - Giza - Egypt

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- **Central Agency for Public Mobilization and Statistics** (Feb 2019 – Present)
 - ✓ Working on warehouse department
 - ✓ Responsible for recording the total custody at the level of the Central Agency for Public Mobilization and Statistics
- **Xceed “ WE Account ” as Technical Support Agent** (April 2018 - Oct 2018)
 - ✓ Answering calls of customers and providing technical advice and support for ADSL Internet.
 - ✓ Assisting customers with their concerns and ensuring they are satisfied with the support.
 - ✓ Maintain strong call control and handling techniques of both telephone calls and ticketing system. Very focused and committed to resolving complex cases and delivering a quality solution.
 - ✓ Achieve call center metrics including average Customer Satisfaction, Procedural Compliance, and schedule adherence and conformance.
- **Speakrays International Telecom as NOC Remotely from home.** (Jan 2016 – Aug 2017)
 - ✓ Responsible for Monitor server VoIP Soft switch and follow the call logs .
 - ✓ Support of Voice over IP solution including being initial point of contact for all new VoIP customers, ensuring information is correctly entered into the system, troubleshooting of VoIP terminal adapters through remote support.
 - ✓ Monitoring ACD & ASR on the Soft Switch to know the route quality.
 - ✓ Configure the wholesale client and Gateway bilateral on the soft switch.
 - ✓ Troubleshooting of email for residential and business accounts including support of customer's email program and company webmail system.
 - ✓ Responsible for choosing the routing for the suppliers and keep monitoring the quality of the route.
 - ✓ Responsible for testing the routes before the route worked.
 - ✓ Making the invoices of the customers and sending it to them.
- **Royal Insurance Company “Database Administrator and Support”** (Nov 2013 – Feb 2014)
 - ✓ Responsible for the technical and administration aspects of the Oracle SQL Database.
 - ✓ Installing and maintaining databases on users PCs.
 - ✓ Solving errors of the oracle database application of the users.
 - ✓ Fix problems and support employees technically and functionally.
 - ✓ Deal with Database on toad tool.

Voluntary and Social Activities:

- Volunteer at **Anwar Resala El Mohandseen**: Responsible for online committee (Sep2015 - Jan 2018)
- Volunteer at **Alwan We Awtar NGO**. (May 2014 – Aug 2014)

Scholarships:

- Delegate at Maaan Foundation “**Preparing Youth for Labor Market**”. (Apr 2014 – May 2014)
 - English (Intermediate Level).
 - Soft Skills, IQ, GMAT and PST.
 - Computer Skills (Microsoft Office 2010: Word, excel, PowerPoint and Outlook).

Courses and Trainings:

- Course **Data Analysis “One Million Arab Coders”**. (23 Jan 2018 - 31 Mar 2018)
- Course English. (Dec 2017-April 2018)
- Course CCNA (Cisco Certified Network Associate). (Jan 2017 - Apr 2017)
- Course **Oracle 10g Developer** at Cairo University. (Mar 2013- Jun 2013)

Education:

- **Student | Cairo University | Faculty of Graduate Studies for Statistical Research | High Diploma | Computer Science Department | 2022**
- **Graduate | Cairo University | Faculty of Computers and Information | Information Systems Department | 2013**
Grade: Good. **GPA:** 2.44.
Graduation Project: Website for Online Library Systems. **Grade:** Very Good.

Skills:

- **Computer:**
 - Beginner in VoIP and wholesale Interconnection non cli.
 - Deal with tool Wireshark to analysis the traffic on the route and fix the problems.
 - Good Knowledge of routing on VoIP switches wholesale traffic non cli.
 - Knowledge of using Soft Switch, Radmin and Team viewer.
 - Knowledge of Microsoft Office 2003, 2007 Word, Excel, Outlook and advanced.
 - Knowledge of SQL.
 - Beginner in Database Administrator and Toad tool.
 - Knowledge of configuring different cpes on different operating systems.
- **Language:**
 - Arabic: Native.
 - English: Very Good Reading, Very Good Writing, Good Listening and Speaking.
- **Personal:**
 - Good working in team.
 - Hard working.
 - Ability to learn.
 - Self-motivation.
 - Good Communication Skills.
 - Well organized.
 - Responsible
 - Flexible.
 - Strong customer service.

Interests:

- Reading.
- Participate in activities.

Personal Information:

- **Date of birth:** 10|01|1991.
- **Marital Status:** Single.
- **Nationality:** Egyptian.