

MOHAMED SAMIR MOHAMED SAFINA



Personal

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Egypt
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Interests

- Traveling
- Internet
- Reading
- Photography
- Daily news
- Fitness

- An extraordinary communicator who can translate complex business concepts into clear, concise, and appealing support content with a keen eye for process improvement.
- Excellent time management skills combined with a superior knowledge.
- Highly organized, and skilled in written and verbal communication.
- Managing multiple projects at one time to meet aggressive deadlines.
- Well-oriented with the best qualities and a devotion for better business cycle.
- Analytical, organized and detail-oriented with experience.
- Ability of delivering the highest quality strategic solutions to resolve challenges.

Work experience

Receptionist / Host

Apr 2014 - Jan 2015

[Hilton Hotel Marsa Alam Nubian, Egypt](#)

- Successfully increased employee retention with a positive work environment.
- Promoted the hotel, its facilities, and its services.
- Assisted guests with reservation arrangements and special requests.

Retention team

Jun 2018 - Jan 2020

[Telecom egypt, egypt](#)

- Started as a technical support in English Queue, Handling all foreigners who using ADSL.
- Knowing client's problems to solve with a perfect way, the most appropriate way to maintain the service and the company's reputation.
- Handling client reports and Monitoring inbound calls and emails for each project.
- Write up the statistics of the CS agent's performance and customer satisfaction rates.

Billing and Credit Executive

Feb 2020 - Jun 2022

[Vezeeta, egypt](#)

- Responsible for paying financial dues through customers who accumulate amounts of monthly bills due to problems that the company did not solve, therefore, i communicate with them to find out the problems and the reason for non-payment, follow up and solve problems through other departments to reach to the final solution through which the customer pays the financial dues.
- Worked on to ensure a friendly relationship with the customer and to gain customer trust.
- Prepare daily / monthly reports about my task performance and improvement percentage in our process.
- Create policies and references for the employees to follow on the corporation's internal network.
- Create the needed content for videos being added to the Help pages in English and in Arabic.

Education and Qualifications

Education

Jan 2012 - Apr 2016

[Higher Institute for specific studies HISS, Egypt](#)

Bachelors of guidance of tourism from Higher Institute for specific studies HISS

Degree: very good

Bachelor degree

Military Service

Jan 2017 - Apr 2018

[Certified from president Abdel Fattah Alsisi.](#)

i got military Medal of duty third class for joining anti-terrorism 2018.

Certified from president Abdel Fattah Alsisi.

General commander of the force armed Sedkey Sobhy.

Commander of the Third Army Aldash.

Degree: very good

Language 1

May 2016 - Jan 2019

[English: Excellent](#)

Certified from the Library of the American embassy in Cairo.

Language 2

Italy: Good

Sep 2014 - Apr 2017

Certified from DonBosco the Italian Institute.

IC3

Digital Literacy - Certiport

Oct 2014 - Present

Hereby granted this certification for having demonstrated basic computer hardware, software and internet knowledge and skills.

Technical & Soft Skills

MS Office	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>
MS Excel	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>
MS PowerPoint	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>
MS Word	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>
MS Outlook	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>
Critical Thinking & Problem Solving	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>
Excellent Conceptual and Analytical	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>
Social Media Marketing	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>
Emotional Intelligence	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>
People Oriented	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>
Negotiation skills	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>
Effective Time Management	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>