

Moataz Ahmed Mahmoud

Nationality: Egyptian **Date of birth:** 20/06/1996 **Gender:** Male  **Phone:** (+20) 1158964844

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 **Home:** Cairo (Egypt)

ABOUT MYSELF

I strive to continuously learn in an open environment where I could give my all in terms of knowledge, education, and experience in order to pursue a successful career.

WORK EXPERIENCE

HR Assistant

Andalusia Group for medical services [06/2024 – Current]

City: Cairo | Country: Egypt

- Responsible for the onboarding/offboarding processes for new joiners, along with updating database on Excel.
- Sending probation period and contract renewal of the employees to managers.
- Finalize all governmental related forms (Form 1 and Form 6)
- Responsible for issuing HR letters, experience letters, and Warning letters.
- Responsible for the archiving (employee's files and any other documentation).
- Assist in the recruitment process (calling candidates - posts on social media).

HR Trainee (Internship)

Andalusia Group for medical services [03/2024 – 05/2024]

City: Cairo | Country: Egypt

Data Entry & Coordinator

Money Collection Company [10/2022 – 02/2024]

City: Cairo | Country: Egypt

- Send and receive customer data from the bank via Outlook.
- Organize data and make sure it's safe.
- Make daily reports for the bank, including the details needed.
- Enter large volumes of data efficiently while meeting daily and weekly deadlines.

Senior Telesales

Orange [04/2021 – 10/2022]

City: Cairo | Country: Egypt

- Present, promote and sell products/services.
- Establish relationships with new customers.
- Maintain and grow relationships with existing customers.o
- Help in improving customer satisfaction through excellent customer service.

Customer Service Representative

ISO Company [09/2018 – 01/2019]

City: Cairo | Country: Egypt

- Lead and manage a team of employees, providing guidance and support as needed.
- Support and mentor current employees.
- Help the customers if there any issues

EDUCATION AND TRAINING

Bachelor of System and Management Information

Teba Academy [2017 – 2020]

City: Cairo | Country: Egypt

OTHER SKILLS

Soft & Technical Skills

Proactive, problem solver, Multitasking and organized individual who can manage to work with deadlines. -Able to work with

high demand and collaborative team player.

-Ability to communicate and manage communications between different stakeholders.

-Self-motivation with a strong desire to learn.

Technical & Language Skills:

-Advance command of Microsoft Office.

-Arabic & English.