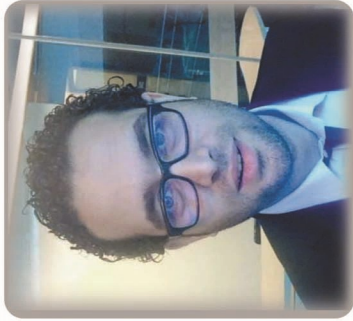




Mina Helmy K.Ghaly

Admin Officer / Customer Service Supervisor / IT Helpdesk

Contact Info : +2 01111070303

+2 01225332292

MinaHelmy@outlook.com

ABOUT ME

I am able to handle multiple tasks on a daily basis. I use a creative approach to problem solve. I am always energetic and eager to learn new skills. I have experience working as part of a team and individually. I have experience working as part of a team and individually have good skills in Customer Service and working as HR Officer. I have organized the staff functions for the last four years with great success when I worked as Customer Service Supervisor. During this time, I supervised all licenses renewal in Hasawi Industrial Group when I worked in Kuwait as Admin Officer at General Service Dept.

EDUCATION

(2018- present)

BSC In Information System Management

BSC In Business Administration

Higher Institute of Computer and Information Systems (2001-2005)

MCSA 2016

New Horizonte (2018)

Diploma in HR Human Resource

online Course (2013)

Photoshop

Arab Acadmy (2007)

ICDL

Arab Acadmy (2007)

EXPERIENCE

Freelancer IT Helpdesk

(2018- present)

Building configuration troubleshooting of desktop and Camera hardware. Providing advice on selection and purchase of IT equipment. Maintaining maximum availability of supported services for users. Ensuring that support calls are logged and handled effectively and efficiently. Responsible for disaster recovery, closing security loopholes and access levels.

Customer Service Supervisor

IO Centers Real Estate Kuwait (2013-2018)

Handling client complaints and meet potential clients & prepare rent agreement, renewal agreement, Annexure, invoices coordinating with Mandoub to get the license work done for the client's company. Preparing proposal letter with the quotation for the type of office client is interested in & entering the details of the potential clients on the Sale web portal. Respond to client queries in a timely manner & Cater to client needs and handle special requests

EXPERIENCE

Admin Officer

Hasawi Industrial Group Kuwait (2008-2013)

Coordinate with administration division on renewals of Company license (Commercial - Industrial - firefighting - healthy - advertising - import- Renewing residency permits) Coordinate & follow-up with mandoub for all transactions with ministries Follow up and coordinate with consulting offices engineering for all transactions General Service Department. Review operating practices and procedures in order to determine whether improvements can be made in areas such workflow, reporting procedures, or expenditures.

IT Helpdesk

Auto Computer Egypt (2003-2008)

Installing, Configuring, and Upgrading, Diagnosing, and Troubleshooting, install local area network cabling systems and equipment such as network interface cards, hubs and switches. Identifies, diagnoses, and resolves Level One problems for users of the mainframe, personal computer software and hardware, District network, the Internet and new computer technology in call center environment; communicates solutions to end-users.

SKILLS

Teamwork Interpersonal skills
Communication Customer orientation
Flexibility/adaptability Leadership
Organizational skills

INTEREST

COOKING

LISTING TO MUSIC

CYCLING

READING