

Curriculum Vitae

Career Objective:

Obtaining a challenging and demanding job that will further enhance my futuristic experience and skills.

Personal Information:

- **Name:** Bishoy Ezzat Mourice
- **Residence:** Shoubra Misr, Cairo, Egypt.
- **Cell Phone:** 01285651347.
- **E-Mail:** bisho.zat@gmail.com
- **Date of Birth:** 25th of August 1994.
- **Nationality:** Egyptian.
- **Marital Status:** Single.
- **Military Status:** Final Exemption.



Employment History:

Field Service Coordinator

NCR

From 03/2019 till 04/2022.

- Provided support and guidance to field service engineers in terms of site installation, maintenance, and repair.
- Handled inbound and outbound calls (engineers and bank agents) through Cisco.
- Dispatched work orders in a timely, effective and efficient manner within the SLAs to the engineers.
- Planned, prioritized, assigned, monitored and followed up with technicians to solve ATM problems.
- Connected engineers directly to bank custodians (Arabs and Indians) to provide required troubleshooting over the phone on the spot.
- Handled the issues for all parts of ATM's different models.
- Dealt with multiple countries with variety of cultures (KSA, UAE, Jordan, Lebanon, Qatar, Oman and Kuwait) using different processes in managing assigned tasks.
- Managed spare parts ordering on Oracle system.
- Solved extraordinary issues coordinating with team members and other teams.
- Worked remotely for almost 2 years and attended online meetings using Zoom & Microsoft teams.

Education:

- B.Sc. of Commerce, Ain Shams University,
Major: Accounting, English section, 2018.
- Graduated from Patriarchal College, 2013.

Languages:

- Arabic: Mother Tongue.
- English: Excellent (Listening, Speaking, Writing and Reading).
- French: Good (Listening, Speaking, Writing and Reading).

Trainings & Courses:

- Internship course from NCR in accordance to the project number: 1810 that included all relevant tasks for the required position mentioned before and lasted for 1 month as started from 24th of December 2018.
- Introduction of securities and investment (International) from chartered Institute for securities and investment (CISI) 12th of February 2018.

Computer Skills:

- Microsoft Office suit: Word, Excel, PowerPoint and Outlook.
- Oracle system.
- Fast Typing.
- Internet searching and surfing.
- Troubleshooting hardware and software issues.

Personal Skills:

- Energetic Self-motivated with excellent analytical and creative skills.
- Excellent Persuasive Skills.
- Fast learner.
- Working in group or singular.
- Professional appearance and attitude.
- Ability to deal with multiple tasks effectively and establish priorities.
- Having a high sense of responsibility.
- Good problem-solving abilities.

References are furnished upon request.