**Mohamed Maher Abdelwhab Elazaab .**

**Address 1:** Atlas , Helwan , Cairo , Egypt.

**Phone Number:**  01152548418.

**Email:** Mohamed.elazaab@tedata.net

**Birth Date:** 18/7/1993.

**Objective**

A career in this field of IT and seeking for a new job to be more professional in many network fields, looking forward to learning more experience in many fields related to computer science to develop my career and to be expert in my job in the future.

**Experience**

* Call centre (sales specialist) **at Xceed –“account” TE-Data .**
  + **Start Date:** 15/7/2015.
  + **End Date:** 30/7/2016.
  + **Job Description:** Troubleshoot and handle the customers subscribes issues.
  + trainer **at Xceed –“account” TE-Data .**
  + **Start Date:** 1/8/2016.
  + **End Date:** 14/9/2017.
  + **Job Description:**
  + coaching, developing educational material and organizing training sessions for new hires, and make sure our customer service representatives develop their skills and successfully address clients' needs.
* Team leader (technical) at Xceed **–“account” TE-Data .**
  + **Start Date:** 15/9/2017.
  + **End Date:** 30/10/2018.
* **Job Description:** oversee workers who respond to customer inquiries and work at facilities that receive incoming phone calls or electronic messages from people who have concerns about a company's goods or services
* Second level coordinator **at Xceed –“account” TE-Data .**
  + **Start Date:** 1/11/2018.
  + **End Date:** Present.
  + **Job Description:** work in manufacturing environments and complete the following **duties**: managing projects, upgrading product technologies, directing the work of staff, and finding solutions for business **technological** needs.

**Educational Qualifications**

* Faculty of Agriculture College **at 2015 from** Cairo University.

**Courses**

* **CCNA Routing and Switching course “CYBRARY”.**
* **Information Storage and Management.**
* **Time management course .**
* **ICDL course.**
* **International Garden design from Harley Oxford.**
* **Construction Management Certificate Level 1 from Brentwood Open Learning College.**
* **AMADEUS course “Screen”.**

**Languages**

* **English Excellent speaking, witting and reading.**
* **French Beginner in learning French.**

**Skills**

* **Microsoft Office: Word, Excel, PowerPoint, Outlook, Windows.**
* **Database.**
* Troubleshoot PC Problems.
* Install and Upgrade Software and Hardware .
* **Marketing skills**
* **Reservation & ticketing diploma (Amadeus system).**

**Relevant Skills**

* I can handle multiple-tasks.
* Ability to work under pressure
* Adaptive and creative
* Leader skills
* I like working a Team work.
* I deal with different kinds of customers and handling their needs successfully & cheerfully.
* Good communication and presentation skills.
* excellent command of spoken, reading and written English.

**References**

All references are to be furnished upon request