

Amr Ali AbdElGwad

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PROFESSIONAL EXPERIENCES

HR Officer

(Mar2024/Present)

El Shawwa Trading Group, Main administrative headquarters. Mansoura, Egypt

- Personnel Affairs Department.

Trainee

(Aug 2019/Aug 2019)

Dakahlia Water & Sanitation Company. Mansoura, Egypt.

- Arranging water bills.
- Receiving and Arranging client's complaints

Trainee

(Sep2020/Sep2020)

Banque Misr. (Remote)

- Learning some information about Cash Loans & Mortgage Products in the bank.
- Learning some information about how to deal with clients.

Trainee

(Jul 202/Jul 2021)

Commercial International Bank, CIB. (Remote)

- Gained a deep understanding of financial inclusion.
- Learning some information about how to deal with clients.

Trainee

(Jan2021/Dec2022)

University Center for Career Development, UCCD. Mansoura University - Faculty of Commerce branch, Egypt.

- Customer Service.
- Administrative affairs

EDUCATION

Mansoura University. Mansoura, Egypt. (Blended)

(2023/present)

Master of Business Administration, MBA.

Faculty of Commerce, Mansoura University. Mansoura, Egypt.

(2018/2022)

BSc. in Commerce Accounting Department.

- Graduation grade: Very Good.

SKILLS

Languages

- Arabic: Mother tongue
- English: intermediate level

IT Skills

- Microsoft Office (Word, Excel, PowerPoint)

Personal

- Excellent customer service skills
- Attention to details
- Strong communication and interpersonal skills
- Ability to Work effectively with others
- Ability to manage time and achieve goals

TRAININGS & CERTIFICATE

Decision Makers, National Defense Collage.

(May/2023)

Crisis Management & Negotiation, National Defense Collage.

(Jan/2023)

Strategic studies & national security, National Defense Collage

(Aug/2022)

Virtual Employability Skills Track, Aspire Training Solutions.

(Oct/2020)

Marketing Professional Course, American Chamber of Commerce in Egypt.

(Oct/2020)

Human Resources Essentials, American Chamber of Commerce in Egypt.

(Jul/2020)

Integrated Training Course in Accounting, Scientific Computing Center-Mansoura University.

(Jul/2020-Oct2020)