



Mohamed Ahmed Gomaa

Customer Service and Support

About Me

I am a committed, friendly and hardworking Customer Service Advisor with a passion for providing excellent customer service at all times. In my current role, I have resolved more than 150 issues, always having the needs of the customers and the reputation of the organisation at heart. I have dealt with customers' enquirers and complaints face-to-face, over the phone and via email. My excellent customer service and communication skills, combined with my relevant work experience, make me a real asset to any organisation that I work for.

Personal Data

Date of birth: July 25st 1992.

Marital status: Engaged.

Military service: Completed

Experience

- Systems management
- Operation System
- Archiving Documents
- Handling Customers
- Hard Worker

Skills

- System Administration
- Knowledge CCNA, MCSA
- Knowledge Window Server 2010
- Oracle Database introduction to SQL Ed1.1
- Microsoft office package.
- internet Application

Reference



Address: Alexandria, Alagamy,
18, str ELhadeed, ELsolb



Email-address:
mohamedeltramsy3@gmail.com



Phone No (Mobile):
01275623567



Phone No (Home):
034344520

Education

- Bachelor Of Computer and management information systems
Graduation year: 2013.
Grade: good
- Graduation project: Website of the company **BMW cars**
- Graduation project grade: **Very Good**

Education



2011 2013 Egypt Laptop Company Technical support

- Maintenance computer devices hardware and Network
- Installing and configuring computer hardware operating systems and applications Marketing, Branding and Logo Design
- Monitoring and maintaining computer systems and network
- Troubleshooting system and network problems and diagnosing and solving hardware or software



2015 2016 EZDK Company Data Entry

Enter data in shipping department with excel sheets and database system
Enter data by using barcode



2017 2018 Exceed Company Technical support by phone

- problem solving
- Customer Service Advisor with a passion for providing excellent
- dealt with customers enquirers and complaints face-to-face



2019 Till Now Vodafone Egypt Company Customer Service Retail Senior Position

Language

Arabic

English