

# Adham Al-Hamdan | Engineer

Location: **Cairo – Egypt**

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## Professional Profile

Mechanical Engineer specialized in {Renewable Energy & PLC programming}, was one of the first people to work at {MTN's} power department (Syria's number one telecom company at the time) and was one of the builders of said department and was employ of the month most of the time.

Was the co-founder of the {Arrow Syria} renewable energy products company and was head of management there and was known for my dedication and creativity and the general understanding of the requirements of the employees and the workplace as well.

## Core Skills

- Mechanical Engineering {specialized in renewable energy engineering}
- Engineering software {Ansys, Trnsys, Solidworks, Revit, KNX}
- Programable logic controllers {PLC} Programming (Specialized in Siemens PLC)
- Business Management and Administration
- Programming (C++ {Expert Level}, Python {Beginner Level}, Java {Mid-Level}, HTML)
- English Language Level (Native {Mother's tongue})
- Microsoft Office Programs (Expert Level)
- International Trading and Logistics

## Career Summary

### **July 2017 – December 2017 MTN Syria {Customer Care Agent}**

was chosen for my language and communication skills to be in charge of VIP accounts and was able to prove myself to be promoted to become a supervisor in the same department after being employ of the month for three straight months for handling more than 250+ customers per day (both online and offline customers in English language mostly).

### **December 2017 – May 2018 MTN Syria {Customer Care Supervisor}**

after being promoted to become the supervisor of the VIP department I was in charge of handling the high-end customers (big companies accounts and multinational and international accounts of companies or single customers. etc) and I was always trying to find new ways to keep the performance of the agents in our department be in the highest professional standards, and I was awarded (Supervisor of the Year).

**May 2018 – May 2021 MTN Syria (Renewable Energy Engineer)**

After becoming a graduate student at the department of renewable energy engineering in Damascus university I was promoted to join the (Power department) at MTN Syria that was in its infancy and I was a key figure in building it up and making it one of the core parts of the company, I was the head engineer of the department and I was in charge of building the systems in-use and solving the energy problem that was facing the company (which I did with my team and we were able to make it possible to provide coverage and 4G even in the most remote places in Syria and to keep the service up without the need for direct electricity sources).

**September 2018 – June 2019 Bounat Al-Ajyal School (Physics/Chemistry Teacher)**

Taught physics and chemistry in English for high school level students as a part time job.

**May 2021 - June 2022 Arrow Syria (Co-founder/ COO/ Business Manager)**

I was approached by Piepers International LLP (An Indian Company) and Mr. Wael Akil (a Syrian business man) to launch a start-up company that would act as a regional front for Piepers International LLP in the middle east (which is a renewable energy product company), so I was in charge of building up the company and the office and finding customers and handling their accounts plus logistics and money transfer because we were short on staff at the time, and as an engineer I was the one responsible for creating a new brand for the products that I designed myself as well which was called ( Helios ).

**September 2022 - February 2023 Teleperformance Egypt (Back Office Agent)**

I joined Teleperformance Egypt in Cairo as a ticketing agent for an off-shore American account and I was one of the top performers at my account, and I was praised for my high level of dedication and my ability to learn and adapt to new challenges, and received the necessary training to take on the supervisor role at my account.

## Education & Qualifications

- Bachelor's degree in Mechanical engineering (Specialized in Renewable Energy Engineering), University of Damascus (2018)
- Certificate in Programmable Logic Control (PLC) at Expert level, UNRWA Technical and Vocational Training Program (2018).
- Certificate in Engineering Program (Ansys), University of Damascus (2016).
- Certificate in Engineering Program (Trnsys), University of Damascus (2017).
- Certificate in C++ Programming (Expert Level), UNRWA Technical and Vocational Training Program (2016).
- Certificate in Pneumatics control, UNRWA Technical and Vocational Training Program (2015).
- ALTC English Taste for Engineers Scored (CEFR = C2/ IELTS =9).

References Available on Request