

## PERSONAL INFORMATION

## Medhat Mostafa Ramadan Mostafa

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Date of birth 11/02/1989 | Nationality Egyptian | Military Status Postponed

## STATEMENT

A dynamic position in a reputable organization in the field of customer service, sales, or marketing, with an opportunity for growth, where my background and experience can be well-utilized. Further enhance for maximizing my ability to perform effectively and efficiently.

## WORK EXPERIENCE

2019 - Present	<b>Outdoor and Premium Sales Supervisor</b> Telecom Egypt (WE)
2016 - 2019	<b>Outdoor and Premium Sales Senior</b> Telecom Egypt (WE)
November 2012 - 2016	<b>Junior Direct Sales</b> Telecom Egypt (WE) (branches)
December 2010 - 2012	<b>Responsible for Vodafone Services</b> RadioShack
July 2010 – November 2010	<b>Customer Service Agent</b> ECCO (outsourcing company) – Vodafone data validation
July 2007 – November 2008	<b>Customer Service Agent</b> IMC (International Marketing Company)

## EDUCATION AND TRAINING

September 2007 - 2010	<b>Bachelor's degree in arts - Media Department – Public Relations and Advertising</b> Helwan University – Egypt
	<b>Graduation project</b> A Campaign of Awareness of Global Warming <b>Major:</b> Advertising and Awareness Campaign <b>Grade:</b> Good

## PERSONAL SKILLS

Mother tongue(s)	Arabic				
Other language(s)	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	B1	B1	B1	B1	B1

Levels: A1/2: Basic user - B1/2: Independent user - C1/2 Proficient user

Soft skills	<ul style="list-style-type: none"> <li>▪ Presentation skills</li> <li>▪ Leadership skills</li> <li>▪ Negotiation skills</li> <li>▪ Problem solving</li> <li>▪ Time management</li> <li>▪ Business planning</li> <li>▪ Creative thinking</li> </ul>
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Computer skills	<ul style="list-style-type: none"> <li>▪ Excellent command of Microsoft Office™ tools</li> <li>▪ Excellent knowledge of Adobe Photoshop</li> </ul>
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## COURSES

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September 2011	<b>Completed training at RadioShack</b> Strategic thinking Customer delight Selling techniques
June 2010	<b>Customer service training at ECCO</b>
February 2010	<b>Introduction to PowerPoint, Word, and Excel at Microsoft Student Partners training centre</b>
June 2009 – July 2009	<b>Graphic diploma from Compusoft Training Centre (CTC)</b> Adobe Photoshop Coral draw Colour separation Adobe Illustrator Adobe InDesign
February 2009 – March 2009	<b>Training course at DALE CARNEGIE (Marketing, advertising, and managing business diploma)</b> Introduction to marketing E-Commerce E-mail marketing Link strategies Internet marketing tools Building web marketing strategy
Summer 2008	<b>Training course on preparing programmes and photographing at Maspero</b>

References available upon request.