

Refaat Saad Farouk Aliwa

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Profile

Detail-oriented and versatile **Production Coordinator** with diverse experience in **administration, technical support, teaching, and marketing**. Skilled in organizing operations, solving problems, and maintaining high performance under pressure. Proven ability to adapt quickly to new roles, with strong technical knowledge and communication abilities. Currently seeking administrative or coordination roles where efficiency, structure, and multitasking are essential.

Employment

Production Coordinator Jan 2022 - Present
Arab Union Glass Company (AUG) – Cairo, Egypt

- Is Responsible For:**
- Coordinating daily production tasks and schedules across departments
 - Monitoring workflow and ensuring adherence to quality standards
 - Preparing production reports and analyzing performance metrics
 - Communicating with supervisors to resolve issues in real-time
 - Supporting administrative processes and updating operational documentation

Computer Instructor Jan 2020 - Dec 2022
Al-Aila Integrated School for Basic Education – Qalyubia, Egypt

- Was Responsible For:**
- Delivering IT curriculum and hands-on training to students
 - Designing lesson plans tailored to different learning levels
 - Conducting assessments and tracking student progress
 - Encouraging digital literacy and responsible technology use
 - Preparing materials and maintaining computer lab equipment

Technical Support Specialist Oct 2019 - Mar 2020
Telecom Egypt (WE) – Cairo, Egypt

- Was Responsible For:**
- Troubleshooting internet, landline, and network issues for customers
 - Guiding users through problem-solving steps and logging cases
 - Collaborating with engineering teams for complex support needs
 - Maintaining customer satisfaction through timely resolution
 - Documenting service history and updating technical records

Medical Marketing Specialist Jan 2015 - Dec 2019
RMC for Medical Marketing – Cairo, Egypt

- Was Responsible For:**
- Promoting medical products to clinics and healthcare professionals
 - Coordinating product presentations and marketing campaigns
 - Building client relationships and driving product awareness
 - Identifying new sales opportunities and following up on leads
 - Assisting in achieving monthly sales and marketing targets

Personal details

Date of birth
September 29, 1994

Civil status
Married

Military Status
Completed

Education

Bachelor's Degree in Educational Technology
Benha University – Egypt
Apr 2018
Grade: Excellent with Honors

Diploma in Civil Engineering
Technical Industrial Institute, El-Mataria – Egypt
2014
Grade: Excellent with Honors

Languages

Arabic: Native
English: Good

Personal Skills

- Adaptability
- Time Management
- Teamwork
- Problem Solving
- Communication
- Reliability

Software Skills

- Microsoft Word
- Microsoft Excel
- Microsoft PowerPoint
- Microsoft Access
- Internet Applications

Career Skills

- **Production Coordination** – Managing schedules and optimizing workflow in industrial settings.
- **Technical Support** – Resolving connectivity issues and supporting users effectively.
- **Training & Instruction** – Delivering educational content and enhancing digital literacy.
- **Client Communication** – Building strong customer relationships and providing solutions.
- **Administrative Support** – Handling reports, documentation, and daily office operations.

Certifications & Training

Scientific Research Methodology – Benha University	2020
Advanced Excel – Benha University	2018
English Language Course – Benha University	2018
ICDL (International Computer Driving License) – Benha University	2016