** Mahmoud Salaheldin Elsayed.**

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**Objective:**

Up for a challenging employment or training opportunity where I can demonstrate my abilities, competencies, skills and gain solid experience essential for the development of my future.

#  Education

## University

May 2007 **Bachelor of business information system**
 Modern Academy University

## High School

May 2004 **General Certificate of Secondary Education**

 Elnile Lanaguage school

#  Extra Courses & Diplomas

* **FOD** (**FINANCIAL OPERATION MANAGMENT**) from Dubai Islamic Bank in United Arab Emirates (UAE) – 2016.
* **MSM** **(MARKETING AND SALES MANAGEMENT)** from Alhilal Bank in united Arab Emirates(UAE)- 2015

# Work Experiences

**September2016 till now :**

**Director Of Administration for zacks project management**

**Job Duties:**

* **Monitoring The rules Of The Internal Company Boards.**
* **Responsible For The Company Rents.**
* **Responsible For The Company Accompanying.**
* **Responsible For The Company Cars And Transfers .**
* **Responsible For The Company Contracting.**
* **Responsible For The Company Surveillance Cameras .**
* **Responsible For The Company Security.**
* **Responsible For The Company Telecom**
* **Responsible For The Company Selling Dead Mod .**

**Zacks for projects management , as. Purchasing manager.**

**Job Duties:**

* Developing and implementing purchasing strategies for our company.
* Managing daily purchasing activities supervising staff, and allocating tasks.

Managing supplier relations and negotiating contracts prices timelines.

* Maintaining the supplier database, purchase record and related documentation.
* Ensuring that all purchased items meet the required quality standards and specifications.
* Preparing cost estimates and managing budgets .
* Working to improve purchasing systems and processes.

**September2015 till October 2016:**

**Dubai Islmaic Bank at United Arab Emirates(UAE), as Senior Customer Relationship Manager.**

**Job Duties:**

**•** Answer guestions about accounts types &DIB products sush as CDs ,money market accounts ,loans and credit cards .

**•** check on the statues of customer accounts and trade checks &payements .

**•** Review & explain account charges.

**•** Build a strong relationship with our customers .

**•** Achieveing customer satisfaction.

**•** Handling Clients requests received from call center Customer Service Team and
 Customer Service Team.

**•**  Solving our customers problems

**•** perform on outside calls to increase the our bank customers base.

**•** Responsible for preparing DIB Projects issues with different departments.

**•** Responsible for managing all documents in the central Archive
 with the Archive officer.

* Cross selling all our bank’s products .

**September 2013till 2015:**

 **Alhilal Bank at United Arab Emirates (UAE), as a Senior Customer service&sales representative.**

**Job Duties:**

* Welcome customers to obtain information and explain available services..
* Cross selling all our bank’s products .
* Increasing the branch customers base.
* Helps our customers completing any applications ..
* Solving customers problems.
* Handling all inquiries received from our customers .
* Achieving customer satisfaction.

check on the statues of customer accounts and trade checks &payements .

* Review & explain account charges.
* Handling Clients requests received from call center Customer Service Team and
 Customer Service Team

**May 2011 till June 2013:**

 **Barcalys Bank(Egypt),** as **Customer Service & Sales Representative**

**Job Duties:**

* Responsible for Marketing issues for the bank’s products ”.
* Answering client queries about our banks prodocuts.
* handling and solving customers problems
* Build relationship with our customers to understand their needs .
* Offers all bank’s products .
* Achieving our bank’s targert in other side meet our customer’s needs .

**Janurary2008 till March 2011:**

 **Orascom Development and Construction company,** as **Purchasing Officer.**

**Job Duties:**

* Buying our company’s products that are essential for day to day operations.
* Review prices and quality and ensure optimal stock levels .
* Evaluating vendors,negotiating contacts and preparing reports (e.g on order and costs).
* Coordinating with the delivery team and following up on delays or order that have been rescheduled.

* Establishing professional relationships with clients as well as vendors and supplies.

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# Summer Internships

* Vodafone Egypt.
* Raya telecome

# Skills

**Language Skills:**

* Arabic: Mother Tongue.
* English: Fluent in speaking and writing.

 **Computer Skills:**

* Excellent knowledge & practice of Microsoft Office general applications:Word, Excel, &
 PowerPoint.
* Excellent knowledge of Internet applications.

 **Personal Skills:**

* Team Player
* Very good presentation skills
* Can work under pressure
* Dynamic
* Exposed to other cultures
* Traveling Experience: United Arab Emirates (UAE).

***References are furnished upon request***