Ahmed Abd Elmoneam Mohamed

GENERAL INFO

Date of Birth: 27th of November 1990
Nationality: Egypt
Military Status: completed
Marital Status: Married
Location: Shubra Al-Khaimah, Cairo, Egypt

CONTACT INFO

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PROFESSIONAL EXPERIENCE

Jun 2021 to Present
(1 year and 10 months)

Mobile maintenance at **Realme**
Cairo, Egypt
Industry: Information Technology Services
Act As Team Leader (Faisal Branch)
-Oversee and guide all activities of the Service team.
-Coordinate creations. (Through Interaction with the business team).
-Ensure the team follows best practices and maintains service level agreements.
-Monitor department issues and client complaints.
-Ensure customer/business, client, support, and technical parties are represented in the definition and evolution of services.
-Maintain customer relationships.
(Technician)
-Work on Realme products (IOT & Handset).
-Responsible for diagnosing fix any devices (hardware & Software).
-Responsible for the spare parts warehouse (defects and suitable materials) limits and transfers.
-Responsible for in Service center stock level.

Sep 2019 to Sep 2021
(2 years)

mobile maintenance technician at **I2**
Cairo, Egypt
Company Size: More than 1000 employees
Check and repair mobiles.
Hardware & Software problems are solved.
Make sure the mobile problems are solved.

Jan 2017 to Dec 2019
(2 years and 2 months)

Technical Support at **information system center**
Egypt
Industry: Information Technology Services. Company Size: More than 1000 employees
Install Computer Applications and Operating Systems
Install, configure, and upgrade PC software.
Maintain computer systems and act as support if any system goes down.
Collaborate with the development team to ensure that customer issues are resolved in a timely and effective manner

EDUCATION

Pharaohs Academy for Computers and Technology Information in Giza
Study management information systems
the year 2012 With a general grade of good "
and an excellent graduation project

CERTIFICATES AND TRAININGS

Jan 2023	**A+** at online
Jan 2023	**N+** at online
Aug 2022	**soft skills** at Realme

LANGUAGES

- Arabic: Fluent.
- English: Good.

SKILLS

- Good in Mobile Maintenance, Windows Operating System and Microsoft Office.