

## Emad Abd-Elshafi Younis Abd-Elshafi

📍 8 Al Shaheed Ibrahim Azazy St, Al Khanka, Qalyoubia

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🇪🇬 Egyptian | 📅 1 April 1987 | 🛡 Military Status: Exempted

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## 🎯 Career Objective

Motivated and versatile professional seeking a dynamic role in technical support or operations where I can utilize over 10 years of experience in support services, administration, and accounting. Adept at problem solving, client relations, and continuous service improvement, I aim to contribute to organizational growth through reliability and efficiency.

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## 📋 Professional Summary

- 10 years of diverse experience in **technical support, sales operations, administration, and accounting.**
  - Proven ability to handle customer inquiries, resolve issues, and manage backend support systems.
  - Strong communicator with a legal academic background and excellent analytical skills.
  - Proficient in Microsoft Office and customer service tools with a keen eye for detail and organization.
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## 🎓 Education

### Bachelor of Law

Faculty of Law, Ain Shams University

📅 2004 – 2010

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## 💼 Work Experience

### Senior Technical Support & Office Administrator

*Smart Digital Services / Jan 2025 – Present*

- Handling escalated client technical issues and managing office operations.
- Coordinating between departments for service continuity and workflow.

### Senior Technical Support

*Smart Digital Services / Oct 2020 – Dec 2024*

- Delivered front-line support and managed ticketing systems to resolve customer issues efficiently.

## **Sales Operations & Support Supervisor**

*Damen Payment (Affiliated with Smart Digital Services) / Mar 2019 – Sep 2020*

- Supervised operational workflows and supported sales team with client interactions and data analysis.

## **Customer Support Specialist**

*Smart Digital Services / Nov 2017 – Feb 2019*

- Responded to customer inquiries via phone, email, and ticketing platforms, ensuring timely and effective issue resolution.
- Logged, tracked, and escalated issues when necessary while maintaining detailed documentation.
- Assisted with onboarding new users, providing walkthroughs and basic troubleshooting for digital service platforms.
- Contributed to internal knowledge base and support documentation to improve service delivery.

## **Accountant (Part Time)**

*Lusso Shoes Online Shop / Dec 2023 – Present*

- Maintained accounts, tracked expenses, and provided financial summaries.

## **Junior Accountant**

*El-Mohr Shoe Shops / Jan 2013 – Oct 2017*

- Prepared daily sales reports, managed inventory records, and processed invoices.

## **Telesales Representative (ADSL Services)**

*Etisal International / Sep 2012 – Dec 2012*

- Promoted Etisalat ADSL packages and handled customer onboarding.

## **Receptionist**

*EGYLAB Laboratories / May 2011 – Jun 2012*

- Managed appointment bookings and maintained patient records.

## **Shoe Prototype Designer**

*El-Mohr Factory for Leather Manufacturing / Jul 2009 – Apr 2010*

- Designed footwear prototypes and coordinated with production teams.

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## **Professional Courses & Certifications**

### **Smart Cards Applications Co.**

- Principles of Sales and Marketing – Aug 2024
- Time Management – Mar 2024
- Business Email Writing – Oct 2023
- Outstanding Customer Service – Oct 2022
- Organizational Culture & Behavior – Oct 2021
- Communication Skills & Teamwork – Apr 2021

## **Etisal International**

- Telesales Services Training – Sep 2012
- Customer Care Training – Jul–Aug 2012

## **Spread Your English**

- English Language (Level 3, by native speakers) – Sep–Oct 2011

## **AMIDEAST – BBSA Program** (Nov 2010 – Apr 2011)

- Business English, Business Writing, Basic Business Skills
- MS Office, MS Project, Marketing, Accounting, Finance, Sales

## **ICDL Certification**

- International Computer Driving License – Aug–Oct 2010
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## ☐ **Key Skills**

- Microsoft Office Suite (Excel, Word, PowerPoint)
  - Customer Support Tools & Ticketing Systems
  - Basic Accounting Principles & Financial Reporting
  - Business Writing & Email Communication
  - Time Management & Prioritization
  - Team Collaboration & Communication
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## **Languages**

- **Arabic:** Native
- **English:** Very Good