



## Contact

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## Education

faculty of law Cairo uni

Bachelor of Law 2020

## skills & Expertise

- Microsoft Office [Word-Excel-Power point-Outlook]
- Handel E-mail.
- Active listening is my ability to listen attentively to customers and understand their needs and issues.
- Creative solutions.
- Effective communication.
- Patience and endurance.
- Multitasking
- Work under Pressure
- Working in a team
- Leadership and mentoring of the team

## Language

Arabic

English

# Mohamed Tarek Ibrahim

Officer Governmental Affairs & Public Relations Officer

The Government Affairs and Public Relations Officer is responsible for managing an organization's relationships with government agencies, officials, and other stakeholders to promote the organization's interests and achieve its goals. This role involves developing and implementing strategies to engage with government entities, monitoring and analyzing relevant legislation and regulations, and advocating for the organization's position on key issues. The officer also oversees the organization's public relations activities, which include developing and executing communication plans, managing media relations, and coordinating events and other public-facing activities. The officer works closely with other departments and stakeholders to ensure consistent messaging and branding

## Experience

### 2015-2017

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#### Senior Manager Customer Service

Customer Service Senior Manager manages all aspects of an organization's customer service policies, objectives, and initiatives. Provides mentoring, leadership, and organization to managers and supervisors. A Customer Service Senior Manager oversees the creation and implementation of efficient and balanced workflows that maximize efficiency and produce high levels of service quality and customer satisfaction. Monitors and measures service metrics and volume to develop standards, improvements, or changes to workflows and resource allocation. Additionally, the Customer Service Senior Manager makes recommendations for changes to products or services based on customer feedback and requests. Engages in resource planning and decision-making. Interfaces with other departments in the organization to ensure the customer service department is prepared to support future products and releases. Typically requires a bachelor's degree or equivalent. Typically reports to a director or top management. The Customer Service Senior Manager typically manages through subordinate managers and professionals in larger groups of moderate complexity. Provides input to strategic decisions that affect the functional area of responsibility. May give input into developing the budget. To be a Customer Service Senior Manager typically requires 3+ years of managerial experience. Capable of resolving escalated issues arising from operations and requiring coordination with other departments.

### 2017 - 2018

#### Portrait

#### Team leader of the sales team (CALL CENTER)

Facilitating meetings with supervisors to discuss performance issues and provide feedback on progress  
Managing employee performance, including conducting performance evaluations and providing feedback to employees  
Managing work schedules and overtime hours for the team, making sure that all shifts are covered  
Conducting training sessions to help employees improve their skills and learn new processes  
Reviewing incoming calls or chats to determine how best to respond to customer inquiries  
Scheduling meetings to discuss issues or concerns with customers or other departments within the company  
Monitoring call center activity to identify opportunities for improvement or resolve problems in real-time  
Identifying opportunities for cost savings by reducing unnecessary expenses or increasing efficiency in operations  
Developing and implementing new training programs as needed to support department goals

### 2018 - 2019

New Star Company Cosmetics & Perfumes Company

#### Team leader of the sales team (sales outdoor)

- Keep informed of new products and services
- Set Sales Target sand Motivate Sales Team
- Recruit, Train, and Coach the Sales Team
- Prepare Sales Reports
- Delegate Tasks and Set Deadlines

### 2022 - until now

Cairo Company for Investment and Real Estate Development- FES- Educational system

#### Officer Governmental Affairs & Public Relations Officer

Develop and implement government affairs strategies to promote the organization's interests and achieve its goals.  
Build and maintain relationships with government officials, agencies, and other stakeholders.  
Monitor and analyze relevant legislation and regulations, and advocate for the organization's position on key issues.  
Prepare briefings and position papers for internal and external stakeholders on government affairs matters.  
Manage the organization's public relations activities, including developing and executing communication plans, managing media relations, and coordinating events and other public-facing activities.  
Collaborate with other departments and stakeholders to ensure alignment and effective communication.