



CAREER OBJECTIVES

I'm seeking an opportunity to advancement in a reputable organization that have a friendly environment encourage team works through sharing co-workers to develop and improve our performance in Customer Service field which reflected on the organization goals that let us have a positive attitude in the life

➤ PERSONAL DATA

MOHAMED TALAT AYED
Dubai, UAE
0525718776
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Nationality: Egyptian
Date of Birth:1991
Marital status: Single

➤ Academic Qualification

Assiut University, Egypt
Bachelor of Commerce, Accounting department.
Grade: 2015

Previous experience:

□ Supervisor:

Abdullah Farwiz technical support: 2/2019 * 8/2021

□ polystyrene decoration institution:

Setting goals for performance and deadlines in ways that comply with company's plans and vision
Organizing workflow and ensuring that employees understand their duties or delegated tasks
Monitoring employee productivity and providing constructive feedback and coaching.

□ Customer Service Representative:

Vodafone telecommunication CO. Egypt: 10/2017 * 1/2018

I was responsible for:

- Up-selling company mobiles and SIMs & explaining available offers and services for every client.
- Handling customers' inquiries and complaints and contacting with the related department in the company
- Providing reports to the company about the daily transactions

□ Assistant Accountant:

EG-Trainers Com. Accountant: 7/2016 * 6/2017

•Participated and Prepared during this period: -

Financial statements accounts according to Egyptian Accounting Standards.

Prepare The Trial balance and the financial statements according to Egyptian Accountingstandards.

Prepare all financial statements accounts and financial records by Excel and Quick Books.

Courses and certificates:

October.2021 Introduction to Data Analysis Using Excel: **Rice University**

July. 2014*2016 Office Mr. Waleed Ahmed Abd El- Hafez. Accountant: Trainee

Aug. 2008 Computer maintenance course sponsored in university

Sep. 2008 Attending English course in English language center in university

May. 2009 Obtainment the ICDL.

Aug. 2010 Complete the Training Course in the Internet

April.2014 Time management workshop

Aug. 2014 Project planning workshop

Personal Skills:

- ❖ Creative, reliable and dynamic.
- ❖ Ability to work individually and as a co-operative team member.
- ❖ Good organizer.
- ❖ Languages: Arabic (Mother Tongue). English (good).
- ❖ Can dealing with Microsoft office applications (Word, Excel and PowerPoint)