Mohamed Alaa Hegazy

Personal Data

Birth	: 20th, September, 1995
Nationality	: Egyptian
Gender	: Male
Military status	: Exempted
E-Mail	: hegazy9514@gmail.com
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Career objective

Seeking a challenging position that will utilize and develop my planning, analytical, organization, communication, leadership, customer service, and management skills. Desire a reputable and prominent work atmosphere within a dynamic and fast-paced environment that provides opportunities for professional growth and development.

Fields of Strength

- Hard working, disciplined and dedicated towards work with an ability to adapt quickly

- Able to decide what steps are needed to achieve goals and then implement them

- Ability to follow instructions well and make decisions with no supervision

- Manage time effectively, prioritizing tasks and able to work to deadlines

- Communication skills & motivation skills

- Great computer and internet research skills

WORK EXPERIENCE

HR Coordinator

Internship From January 2019 till JJune 2019

Schneider Electric Egypt

Schneider Electric is a leader in the Digital Transformation of Energy Management and Automation in Homes, Buildings, Data Centers, Infrastructure and Industries.

My main role is the following:

- Assists the HR manager with recruitment

- Maintain employee records

- Assist with payroll processing

- Provide administrative support to all employees.

Customer Care Agent

From December 2015 till May 2016

Vodafone Egypt – UK Account

Vodafone is one of the world's leading telecommunications groups, with a significant presence in Europe, the Middle East, Africa and Asia Pacific through the company's subsidiary undertakings, joint ventures, associated undertakings and investments.

My main role is the following:

- Communicating with clients and customers about their experiences with a product or service

- Providing advice on purchasing products or services

- Answering client or customer questions about properly using or accessing a product or service

- Taking or processing orders for a product or service

- Listening to customer or client complaints or concerns and working to resolve their issues

EDUCATION

Graduation: Bachelor of Computer Science **(**Software Engineering) from
The British University in Egypt

Project: Students' Attendance System Using QR Code

Year of graduation: 2018

SKILLS

Language skills:
Arabic: Mother tongue.
English: excellent reading, writing, and speaking.

Computer skills:
1. Excellent knowledge of Windows operating systems, and Microsoft office
2. Good knowledge of C, C+, C# Java and embedded systems
3. Good knowledge of the Software development Lifecycle

Reference: Upon request