

Curriculum vitae

PERSONAL INFORMATION



AbdelRahman Reda

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Sex Male | Date of birth 20 Aug 1994 | Nationality Egyptian

WORK EXPERIENCE

13 Oct 2014–25 Mar 2015

Customer Service

Convergys, Cairo (Egypt)

www.convergys.com

Business or sector Customer Service

5 May 2015–20 Nov 2015

Italian TeleSales Agent

Vodafone (VIS), Cairo (Egypt)

20 Nov 2015–31 Mar 2017

BackOffice, Quality and Trainer Advisor

Vodafone (VIS), Cairo (Egypt)

EDUCATION AND TRAINING

1 Oct 2014–Present

Mechanical and Management Engineering - Production path

UNINETTUNO Italian University, cairo (Egypt)

1 Sep 2014–Present

Computer Sicence

Cairo Higher Institute, Cairo (Egypt)

1 Sep 2009–13 Jul 2014

Mechanical Diploma

Don Bosco, Cairo (Egypt)

PERSONAL SKILLS

Mother tongue(s) Arabic

Other language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
Italian	C2	C2	C2	C2	C2
Mechanical Diploma					
English	B1	B1	A2	A2	B2

Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user
Common European Framework of Reference for Languages

Communication skills

■ Highly adaptable, mobile, positive, resilient, patient risk-taker who is open to new ideas.

- Resourceful team player who excels at building trusting relationships with customers and colleagues.
- personable professional whose strengths include cultural sensitivity and an ability to build rapport with a diverse workforce in multicultural settings.
- Seasoned professional whose honesty and integrity provide for effective leadership and optimal business relationships.
- Productive worker with solid work ethic who exerts optimal effort in successfully completing tasks.
- Energetic performer consistently cited for unbridled passion for work, sunny disposition, and upbeat, positive attitude.
- Highly motivated self-starter who takes initiative with minimal supervision.

Organisational / managerial skills

I work to inspire and motivate teamwork for achieving goals and influence valuable changes. I am always open to new ideas coming from team members. I consult with them frequently and encourage and support independent thinking. I believe in establishing an open discussion for decision-making. I recognize the skills of key team members and utilize their strengths to the benefit of the team.

- Goal-driven leader who maintains a productive climate and confidently motivates, mobilizes, and coaches employees to meet high performance standards.
- Dependable, responsible contributor committed to excellence and success.
- Loyal and dedicated manager with an excellent work record.

Job-related skills

- Exceptional listener and communicator who effectively conveys information verbally and in writing.
- Highly analytical thinking with demonstrated talent for identifying, scrutinizing, improving, and streamlining complex work processes.
- Computer-literate performer with extensive software proficiency covering wide variety of applications.
- Flexible team player who thrives in environments requiring ability to effectively prioritize and juggle multiple concurrent projects.
- Proven relationship-builder with unsurpassed interpersonal skills
- Results-driven achiever with exemplary planning and organizational skills, along with a high degree of detail orientation.
- Innovative problem-solver who can generate workable solutions and resolve complaints.
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Digital competence

SELF-ASSESSMENT				
Information processing	Communication	Content creation	Safety	Problem solving
Proficient user	Proficient user	Proficient user	Proficient user	Proficient user

Digital competences - Self-assessment grid

MicroSoft Office

C# Programming

Auto Cad

Solid Works (CSWP)

Other skills

Swimming Coach

Ping Pong referee
Computer

Driving licence B

ADDITIONAL INFORMATION

Courses CSWP

[Related document\(s\): IMG_3432.JPG, creative certficate.jpg](#)

Courses Auto Cad

Courses Sales & Soft Skills






ANNEXES






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- creative certficate.jpg

AbdelRahman Reda

Mother tongue(s)
Arabic

Other language(s)
Italian, English

Italian				
Self-assessment of language skills				
UNDERSTANDING		SPEAKING		WRITING
 Listening	 Reading	 Spoken interaction	 Spoken production	 Writing
C2 Proficient user	C2 Proficient user	C2 Proficient user	C2 Proficient user	C2 Proficient user
Certificates and diplomas				
Title	Awarding body		Date	Level*
Mechanical Diploma	Don Bosco Technical Institute		13/07/2014	C2
Linguistic and intercultural experience				
Description			Duration	
-			-	






English				
Self-assessment of language skills				
UNDERSTANDING		SPEAKING		WRITING
 Listening	 Reading	 Spoken interaction	 Spoken production	 Writing
B1 Independent user	B1 Independent user	A2 Basic User	A2 Basic User	B2 Independent user
Certificates and diplomas				

* Indicate level of the Common European Framework of Reference (CEFR) if specified on certificate or diploma.
The Europass Language Passport is part of the European Language Portfolio developed by the Council of Europe (www.coe.int/portfolio).

Title	Awarding body	Date	Level*
-	-	-	-
Linguistic and intercultural experience			
Description		Duration	
-		-	

* Indicate level of the Common European Framework of Reference (CEFR) if specified on certificate or diploma.
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Common European Framework of Reference for Languages - Self-assessment grid

		A1 Basic User	A2 Basic User	B1 Independent user	B2 Independent user	C1 Proficient user	C2 Proficient user
Understanding	 Listening	I can understand familiar words and very basic phrases concerning myself, my family and immediate concrete surroundings when people speak slowly and clearly.	I can understand phrases and the highest frequency vocabulary related to areas of most immediate personal relevance (e.g. very basic personal and family information, shopping, local area, employment). I can catch the main point in short, clear, simple messages and announcements.	I can understand the main points of clear standard speech on familiar matters regularly encountered in work, school, leisure, etc. I can understand the main point of many radio or TV programmes on current affairs or topics of personal or professional interest when the delivery is relatively slow and clear.	I can understand extended speech and lectures and follow even complex lines of argument provided the topic is reasonably familiar. I can understand most TV news and current affairs programmes. I can understand the majority of films in standard dialect.	I can understand extended speech even when it is not clearly structured and when relationships are only implied and not signalled explicitly. I can understand television programmes and films without too much effort.	I have no difficulty in understanding any kind of spoken language, whether live or broadcast, even when delivered at fast native speed, provided I have some time to get familiar with the accent.
	 Reading	I can understand familiar names, words and very simple sentences, for example on notices and posters or in catalogues.	I can read very short, simple texts. I can find specific, predictable information in simple everyday material such as advertisements, prospectuses, menus and timetables and I can understand short simple personal letters.	I can understand texts that consist mainly of high frequency everyday or job-related language. I can understand the description of events, feelings and wishes in personal letters.	I can read articles and reports concerned with contemporary problems in which the writers adopt particular attitudes or viewpoints. I can understand contemporary literary prose.	I can understand long and complex factual and literary texts, appreciating distinctions of style. I can understand specialised articles and longer technical instructions, even when they do not relate to my field.	I can read with ease virtually all forms of the written language, including abstract, structurally or linguistically complex texts such as manuals, specialised articles and literary works.
Speaking	 Spoken interaction]	I can interact in a simple way provided the other person is prepared to repeat or rephrase things at a slower rate of speech and help me formulate what I'm trying to say. I can ask and answer simple questions in areas of immediate need or on very familiar topics.	I can communicate in simple and routine tasks requiring a simple and direct exchange of information on familiar topics and activities. I can handle very short social exchanges, even though I can't usually understand enough to keep the conversation going myself.	I can deal with most situations likely to arise whilst travelling in an area where the language is spoken. I can enter unprepared into conversation on topics that are familiar, of personal interest or pertinent to everyday life (e.g. family, hobbies, work, travel and current events).	I can interact with a degree of fluency and spontaneity that makes regular interaction with native speakers quite possible. I can take an active part in discussion in familiar contexts, accounting for and sustaining my views.	I can express myself fluently and spontaneously without much obvious searching for expressions. I can use language flexibly and effectively for social and professional purposes. I can formulate ideas and opinions with precision and relate my contribution skilfully to those of other speakers.	I can take part effortlessly in any conversation or discussion and have a good familiarity with idiomatic expressions and colloquialisms. I can express myself fluently and convey finer shades of meaning precisely. If I do have a problem I can backtrack and restructure around the difficulty so smoothly that other people are hardly aware of it.
	 Spoken production	I can use simple phrases and sentences to describe where I live and people I know.	I can use a series of phrases and sentences to describe in simple terms my family and other people, living conditions, my educational background and my present or most recent job.	I can connect phrases in a simple way in order to describe experiences and events, my dreams, hopes and ambitions. I can briefly give reasons and explanations for opinions and plans. I can narrate a story or relate the plot of a book or film and describe my reactions.	I can present clear, detailed descriptions on a wide range of subjects related to my field of interest. I can explain a viewpoint on a topical issue giving the advantages and disadvantages of various options.	I can present clear, detailed descriptions of complex subjects integrating sub-themes, developing particular points and rounding off with an appropriate conclusion.	I can present a clear, smoothly-flowing description or argument in a style appropriate to the context and with an effective logical structure which helps the recipient to notice and remember significant points.
Writing	 Writing	I can write a short, simple postcard, for example sending holiday greetings. I can fill in forms with personal details, for example entering my name, nationality and address on a hotel registration form.	I can write short, simple notes and messages. I can write a very simple personal letter, for example thanking someone for something.	I can write simple connected text on topics which are familiar or of personal interest. I can write personal letters describing experiences and impressions.	I can write clear, detailed text on a wide range of subjects related to my interests. I can write an essay or report, passing on information or giving reasons in support of or against a particular point of view. I can write letters highlighting the personal significance of events and experiences.	I can express myself in clear, well-structured text, expressing points of view at some length. I can write about complex subjects in a letter, an essay or a report, underlining what I consider to be the salient issues. I can select a style appropriate to the reader in mind.	I can write clear, smoothly-flowing text in an appropriate style. I can write complex letters, reports or articles which present a case with an effective logical structure which helps the recipient to notice and remember significant points. I can write summaries and reviews of professional or literary works.

Common European Framework of Reference for Languages (CEFR): © Council of Europe

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