

Curriculum Vitae

Personal information

First name(s) / Surname(s)

Ahmed Moustafa Boreak

E-mail

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Tel.no

+2 01007586012

Nationality

EGYPTIAN

Date of birth

26/6/1988

Civil status

Single

Gender

Male

Work experience

Dates

From 1/10/2017 till now

Occupation or position held

Sales&Marketing

Main activities/ responsibilities

Sales Area Manager

Name and address of employer

MB Stone For Marble&Granite

Type of business or sector

Marble Export

Dates

From September 2016 till March 2017

Occupation or position held

Customer Service Representative / Italian Support Service

Main activities/ responsibilities

Team Leader

Name and address of employer

SYKES - Samsung

Type of business or sector

Call Center

Dates

From April 2015 to September 2016

Occupation or position held

Technical Support Representative / Italian& English Support Service

Name and address of employer

Agent

Type of business or sector

SYKES - Nokia

Call Center

Dates

From December 2012 to April 2015

Occupation or position held

Technical Support Representative / Italian Support Service

Name and address of employer

Agent Tier 1 - Back office

Type of business or sector

SYKES - Sony Vaio - AV (Audio-Video)

Call Center

Dates

From December 2010 to December 2012

Occupation or position held

Technical Support Representative / Italian& English Support Service

Main activities/ responsibilities

Agent Tier 1 - Back office

Name and address of employer

IBM- Skype account

Type of business or sector

Call Center

Education and training

Dates

From 2005 to 2009

Title of qualification awarded

Italian & English section

Principal subjects/occupational skills covered

Translator

Name and type of organisation providing education and training	Ain Shams University <i>Faculty of Al-Asun"Languages"</i>
Dates	September 2016
Title of qualification awarded	Cisco Certificate Network Associate (CCNA Certified)
Principal subjects/occupational skills covered	Networking
Name and type of organisation providing education and training	<i>Cisco academy</i>
Dates	February 2017
Title of qualification awarded	Coaching team certificate
Principal subjects/occupational skills covered	How to coach and give feedback
Name and type of organisation providing education and training	Sykes training & quality department
Dates	June 20009
Title of qualification awarded	Information Technology Institute Certificate (ITI) in:
Principal subjects/occupational skills covered	<ul style="list-style-type: none"> • Soft skills training . • Interviewing skills and customer service. • Communication skills. • Presentation skills . • C.V. writing.
Name and type of organisation providing education and training	
Mother tongue(s)	Arabic
Other Language(s)	<i>Italian : Fluent</i> <i>English : Fluent</i>
Organisational skills and competences	<p>- ability to relate with diversified working groups; high capacity to work in multicultural environments; excellent skills of relations management, both at a local and international level; ability to work in team performing easily tasks in which the spirit of organisation and communication are the main requirements, but also independently with the acquisition of own responsibilities;</p> <p>- natural predisposition and further improvement over the years of a special creativity; accuracy, speed, firmness and will to achieve the goals without shortcuts;</p> <p>- considerable intuition in identifying, solving and preventing possible problems;</p> <p>- Reliability, punctuality and competence.</p>
Technical skills and competences	<p>- <i>Knowledge of Microsoft Office, CAD design programs, CNC Systems for the planning and the production of mechanical parts with numerical control machinery</i></p> <p>- <i>operator on mechanical lathe</i></p>

ADDITIONAL INFORMATION

IMMEDIATELY AVAILABLE

READY TO TRANSFERS TO ALL EUROPE AND MIDDLE EST COUNTRIES

I authorize the processing of my personal data according to law 196/2003.