

Amr Ahmed Mohamed El-Helw

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Objective:

I have worked in many areas related to sales and also worked in the field of information technology and was able to achieve strong results in both areas and persuade the customer to buy the product. As for the information technology department, it achieved strong results in repairing computers and networks and also trained new work teams.

Experience:

➤ **First Service @ Mobiserve Holding**

- IT Helpdesk Specialist
Troubleshooting PCs & Network
(Jan 2010 – Till Nov 2012).



➤ **Mobiserve Holding**

- IT Data Center Operator
Monitoring Servers & Devices more than 16 Countries.
(Dec 2012 Till Oct 2013).

➤ **Dreams Fac.**

- Sales Executive
Selling Products & Providing Direct Manager with reports on customer needs.
(Nov 2013 Till Oct 2015)
- Web Developer & System Admin
Installing website and manage it with content creator, product designs.
Project: www.dreamsfactory.cf
(Nov 2015 Till Oct 2016)



➤ **Seven Stars Trv.**



- Sales Executive & Customer Service

Convincing the customer to book his trips and helping him choose the right places for him and his circumstances, and telling the direct manager what the customer needs and the problems that he faces, and proposing solutions to them.

- (Nov 2016 Till Mar 2018)

➤ **Focus Adv.**



- Web Designer & Hosting Management

Creating & Installing Webs by tools like WordPress, Open Cart, Photoshop.

Projects: www.almasa.co

: www.mazag.ml

: www.ur-l.ml

(Apr 2018 Till Jan 2019)

- IT Developer

System Admin (CRM) - PHP, HTML, SQL Database, invoices, HRM, Sales Statistic, Projects Mng., Tasks, Stock Mng., IT Tickets, Office Assis.

Project: www.dreamspos.cf

(Feb 2019 Till Dec 2019)

- Senior IT Helpdesk

Many tasks with development, networking & devices troubleshoot

Leading IT team & Add skills to the work team.

(Jan 2019 Till Sep 2020)

➤ **Life Mattress.**



- All Stores Manager

Searching for excellent places to open stores and managing their complete supply, then training the new team to sell, appointing a manager for the branch, following up and managing each branch. Follow-up and monitoring of managers, weekly visits and meetings with them.

(Dec 2020 Till Mar 2021)

- Website Management & System Management

Installing website and manage it with content creator, product designs.

Project: www.life-mattress.net (Same Time)

Education:

- **Bachelor of Journalism and Mass communication:**

- Akhbar Elyoum Academy, Sep 2008 - Pass Average.



Courses & Diplomas:

➤ **Cisco Certified Network Associate. (640-802): CCNA**

- Introduction to Networking and the Networking Models.
- Ethernet Standards and Cable Types.
- Switching.
- Common Router and Switch Commands.
- IP Addressing and Routing Process
- ARP, DNS and DHCP.
- Intro to Wireless Networks (WLANS).
- Binary Math and Subnetting.
- Static Routing and RIP.
- Wide Area Networks (WAN).
- Troubleshooting.
- Introduction to Network Security.
- PTP WAN Links, HDLC, PPP, and Frame Relay.
- OSPF.
- EIGRP.
- IP Version 6 and NAT.
- VPNs and IPsec.
- ACLs and Route Summarization.



Skills:

Computer Skills

- Windows and file management.
- Office applications.
- Internet surfing & Good Researcher.
- Internet Forums & Sites Installation, Mange Admin Panel.

Communication Skills

- Ability to work in a team and under pressure.
- Ability to analyze and solve problems.
- Listening attentively.
- Negotiating.
- Speaking effectively.
- Ability to lead a group.
- Ready to offer my own skills and knowledge to achieve a common goal.
- Ability of utilize expertise of other group members.
- Good ability of communicate confidently with people at all levels.

Language Skills:

- Arabic, English

Personal Data:

- Address: B11, 114G, 18B, 1A, Madinaty, New Cairo, Cairo.
- Date of Birth: 24-10-1987.
- Nationality: Egyptian.
- Gender: Male.
- Marital Status: Single.
- Military Service: Exempted.
- Own a Car

I declare that all the above information's are true.

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Amr El-Helw