

Sondos Mahmoud Shabana

Installation Specialist

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📅 27 Jul 1996 **in** [linkedin.com/in/sondos_mahmoud_5a9a9b158](https://www.linkedin.com/in/sondos_mahmoud_5a9a9b158)

Profile

Seeking a position where I can maximize my development, Working well under pressure and maintaining a consistently pleasant and professional personality when communicating with the public, providing excellent service was one of the most important job duties as an admin.

Professional Experience

- | | |
|------------------------------|---|
| Jan 2021 – present
Cairo | Installation Specialist and office administrator
<i>Amr Helmy Designs</i>  <ul style="list-style-type: none">• solving any sudden issues regarding our instalments• Preparing reports to CEO about installation• Reporting any problem related to sales, maintenance• schedule clients meetings and management meeting• initiate clients orders by communicating with production team |
| Oct 2019 – Jan 2021
Cairo | Corporate Assistant
<i>Orange</i>  <ul style="list-style-type: none">• Supported as second line• Shift Manager |
| Jun 2018 – Oct 2019
Cairo | Customer Service Agent(Enterprise Account)
<i>Orange</i>  <ul style="list-style-type: none">• Answering the contact persons inquires about the account status• Handling contact persons complains and forwarding cases for the specialized department• taking all action that related to bills on the enterprise account• Handling inquires and complains for the account users and individuals |

Education

- | | |
|------------------------------|---|
| Sep 2014 – Jan 2018
Cairo | Bachelor
<i>Faculty of Commerce</i> <ul style="list-style-type: none">• Major: Economics Department |
|------------------------------|---|

Certificates

- Banking course "from banking institute by Emad kattara"
- Marketing

Skills

MS Office



Excel, Word, Power Point and Outlook

Personal Skills



Quick Learner, Impeccable Organizational Skills and Teamwork

Commerce Skills



Budget Forecasting, Account Reconciliation, Account Management, Mobile Marketing, Quality Leadership, Global Marketing

Languages

English



Arabic

