

# Mahmoud Magdy Khalil Isaac

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## Education

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**BSc Mechanical Engineering**

Sep, 2017 — Aug, 2022

British university in Egypt (BUE)

Thesis: Cast Iron Material Research and Selection, Production of Mechanical Spare Parts Using Revers Engineering Approach, Accumulative grade: B (very good)

**General Secondary Certification**

— July, 2017

Madinaty Language School

## Work experience

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**Xerox Egypt**

Jan, 2023 — Present

Docucare Professional

- Diagnosing and remotely resolving technical and software issues using Xerox and partner systems.
- Managing call resolve issues in accordance with customers SLA in order to manage customer relations and optimize customer satisfaction.
- Performing full range of maintenance on assigned products; including technical diagnostics, software loads, installation, removal, retrofit and customer call assistance.
- Providing customer training on assigned products in accordance with current field procedures.
- Providing remote resolution of the customers technical issue in the first instance, allocation of the cost effective and correct resource required to implement the fix utilizing the technical tool suite available in line with SLA / other targets.
- Providing timely and appropriate escalation of technical and software problems as specified in the “escalation-procedure” in order to minimize the downtime of machines.
- Taking responsibility for customer satisfaction through proper use of customer management skills and engage the support of other Xerox personnel as required.
- Responsible for installation, maintenance and repair of the products and systems including hardware, software, networking products and operating systems.

**Mapela Silver Jewelry**

April, 2018 — December, 2022

Co-founder And Executive Director

- Managing Business planning and supply chain management
- Following up on Day-to-day production and packing.
- Processing Material selection and manufacture process
- Budgeting, forecasting and financial analysis.
- Creating Social marketing and promotional campaigns.
- Social Media Branding.

- Handling social media campaigns.
- Creating visual designs for the products.

## SPERA Bags

April, 2021 — Dec, 2022

Co-founder And Executive Director

- Designing and manufacturing an Egyptian bags brand.
- Managing day to day manufacturing and financial tasks.
- Studying the market and plan the marketing and sales campaign.
- Analyzing the market needs and plan the production accordingly.

## Suez Canal Naval Arsenal

Aug, 2021 — Sep, 2021

Ship Maintenance Service Intern

- Worked on ship maintenance (welding, painting, engine inspection and electrical)
- Follow-up on mechanical parts maintenance and replacement orders
- Got introduced to work orders, follow-up procedures and completion standards for different types of ships and boats.

## Skoda Service Center

June, 2018 — Aug, 2018

Technical Support Intern

- Worked on engine inspection and maintenance process
- Inspected gear box manually
- Used diagnostics software for electrical and mechanical inspection.
- Worked as a reception in service center

## ARKI toys (Incubated by Injaz Egypt)

Jan, 2019 — Jan, 2020

Business Planning Intern

- presenting the company idea
- Learned how to fill the business model canvas
- Participated in targeting and segmenting customers
- Worked on product ideation
- Attended several workshops about marketing business planning, customer service, branding and pricing by instructors from the AUC and ERGO.

## SHADDA Studio

Jan, 2014 — June, 2016

Co-Founder

A digital studio creating videos to spread positive messages to the community.

- Created video content.
- Succeeded to get funded by IHYAA Academy to purchase our video photography gadgets

## Qualifications

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Computer Skills:

MS office - Google Apps - Photoshop – Design Expert – Light Room – Solid works -- MRP – Matlab - ANOVA - Excellent analytical skills

Core Competencies: Production Engineering, Lean Manufacturing, Six Sigma and Supply Chain Management, Reverse Engineering, Material Selection Research, Silver Industry, Leather and Fabric Industry, Marketing and Digital Marketing, Budgeting and Financial Forecasting, Entrepreneurship, Team Manager, Risk Management, Direct Sales and Sales Management, Communication & negotiation.

Language Skills:

Arabic (Native), English (Fluent), German (weak).

# Fellowships & Awards

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**“INJAZ Egypt” Incubation Award** – 100K seed funding for ARKI Toys company.