



Mohamed Abdel-Hameed

Administrative Officer

Contact Information

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Professional Summary

Customer-focused and solution-driven Administrative Officer with over 10 years of experience providing high-quality administrative and customer service support. Proven ability to manage office operations, maintain accurate records, and handle customer inquiries efficiently. Fast learner with excellent communication and problem-solving skills.

Core Skills

Customer Service

Communication

Data Entry

Complaint Resolution

Microsoft Office Proficiency

Professional Experience

Customer Service & Data Entry Machine Operator

DMV, Egypt

August 2021 – February 2025

- Provide daily customer service support including data entry and accounting review.
- Develop and implement customer service procedures to improve customer satisfaction.
- Handle customer complaints and inquiries efficiently to ensure positive customer experience.

Administrative Officer

Mines and Quarries Project, Egypt

December 2013 – July 2021

- Maintained accurate and up-to-date financial records.
- Managed document filing systems for efficient record retrieval.

- Monitored and maintained office supply inventory.

Education

Bachelor of Commerce – Accounting and Finance
Beni Suef University | 2011 – 2014