

# MOHAMED NADEEM

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## EDUCATION

### King Fahd

General Secondary School Science 2015

### Arab Open University

Computer Science - Cyber Security / on-going

## PROFESSIONAL EXPERIENCE

### Operations Coordinator | Algoriza

Feb 2023 - Oct 2024

- Assisted in coordinating day-to-day operations across development, customer support, and sales teams, ensuring smooth interdepartmental workflows.
- Managed client support tickets and follow-up communications, helping maintain timely responses and positive client relations.
- Processed payroll entries, tracked departmental budgets, and compiled monthly reports to aid team leads in managing resources effectively.

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### Operations Manager | Buy Land & Houses

Aug 2022 - Feb 2023

- Oversaw a team of 50+ across three departments, ensuring alignment and productivity to meet organizational goals.
- Managed client interactions, addressing concerns through calls, emails, and meetings, and maintaining client satisfaction.
- Handled payroll, invoices, and departmental reporting to ensure smooth operational and financial workflows.

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### Senior Sales Specialist | The First Group (Investment Properties)

Feb 2020 - Jul 2022

- Engaged international clients in investment opportunities, highlighting the benefits of Dubai's real estate market and our hotel apartments.
- Conducted property tours and presentations to potential investors, converting leads into sales and consistently meeting quarterly targets.

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### Administrative Assistant | Legacy Egypt Real Estate

Jan 2018 - Dec 2019

- Provided comprehensive administrative support to executives, managing schedules, preparing documents, and coordinating travel arrangements.
- Handled incoming and outgoing phone communications, ensuring professional client interactions and timely message relay.
- Streamlined office operations by organizing files, managing daily correspondence, and maintaining a structured workflow to enhance efficiency.

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### Quality Assurance & QA Head | Speed-X

Nov 2016 - Nov 2017

- Led a team of 10 quality assurance specialists, ensuring delivery of over 600 qualified leads daily based on strict client criteria.
- Developed and maintained quality standards for lead generation, achieving a high client satisfaction rate through targeted lead quality.
- Coordinated with cross-functional teams to streamline QA processes, optimizing lead qualification and delivery accuracy.

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### Executive Assistant | Petro Gas Egypt

Feb 2015 - Oct 2016

- Managed communication channels and scheduling for executive leadership, facilitating smooth cross-departmental coordination.
- Oversaw contract processing, invoices, and documentation, ensuring accuracy and timely submissions.
- Compiled monthly performance reports and maintained data integrity in Google Sheets and Excel for streamlined management insights.

## KEY SKILLS

### TECHNICAL SKILLS

- MS office
- Asana and Notion
- Odoo and Custom
- HubSpot and Dart
- Lusha, and Lead Connect
- Apollo
- Microsoft Suite
- G-Suite
- Get Response, and Yandex
- Client Relationship Management

### TRANSFERABLE SKILLS

- Team Leadership
- Communication
- Operations Management
- Office Management
- Critical Thinking
- Eager to learn
- Data Entry and Management
- Negotiation
- Calendar and Schedule Management
- Time Management
- Goal-Oriented Sales Approach

### LANGUAGES

Arabic: Mother tongue  
English (Fluent)  
French: (Beginner)

## COURSES

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### **Sabre**

05/2019, Certificate of completion of Sabre course

### **Cyber Talent**

09/2022, Certificate of completion of Cyber Talent Blue Team Scholarship

### **Orange**

11/2022, Certificate of completion of Cyber Security Course

### **WE**

02/2024, Certificate of completion of Network Training

## VOLUNTEERING

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02/2018 - 03/2018, Team facilities at World indoor football Championships, EgyEvent, Cairo, Egypt

Regular participant in social volunteering and charities like: Resala, Life Makers, Bedaya, Ebtsama, Cleaning Shores, and CoViD-19 Pandemic Help Community.

Publisher at AMNESTY INTERNATIONAL LIMITED, Cairo, Egypt

## PERSONAL INFORMATION

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Date of birth: 2nd of October 1996

Nationality: Egyptian

Place of residence: Deira, Dubai, UAE

Marital Status: Single

National ID: 29610020101352

References are available on request.