

# Emad Mostafa Ahmed Moussa

Systems Analyst and Software Engineer

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## Profile

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I always love to gain experience from others and help people. At the beginning of my career, I worked as a receptionist in one of the gyms, and I helped solve any problems facing the client. My dream was to work as a flight attendant. I am a social person who loves sports and pets.

## Professional Experience

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| <b>Systems Analyst, Software Planner, Data Entry, Ministry of Finance</b><br>Led a Analysis input and review of all government agencies.<br>Follow up systems of all government agencies.<br>Data Entry<br>Copying and saving files, important papers, and creating an electronic archive for them.   | 07/2007 – 10/2024<br>Cairo, Egypt |
| <b>Front Office, Oxygen Gym</b><br>Provide superior customer service and achieve cross selling. Explaining the details of the place with all its features, the best offers, and best subscription price.  | 12/2011 – 04/2015<br>cairo, Egypt |
| <b>Customer Service Agent, British council Cairo</b><br>Communicating whit clients explaining contents of the scientific mapterial of the course to be studied and the differences between each level and providing advice for passing each level in the course.<br>Answering phones and answering all questions related to work and customer assistance.<br>Maintaining communication with clients to follow up on their academic level throughout the course and during training. | 03/2009 – 05/2010<br>Cairo, Egypt |

## Education

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| <b>Bachelor of Management Information Systems,</b><br><i>Higher Institute for Advanced Studies</i> | 05/2003 – 09/2006<br>Cairo, Egypt |
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## Skills

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- Data Analysis
- Project management
- Data Review
- Telephonic Inquiry Handling
- File Management
- Front Office Operations
- Microsoft office
- Customer Service Excellence
- Systems Analysis
- Data Entry Accuracy
- Communication skills
- windows user
- Government Agency Systems Management
- Customer Service Operations
- Technical Support
- Customer relationship management
- Leafership Skills
- Problem Resolution
- Software Planning
- Client Education on Services

## Languages

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- Arabic
- English

## Courses

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**Modern Metgods in human resources management 2014**  
Ministry of finance cairo, Egypt

**Privatization Cairo, Egypt**  
Ministry of finance  
Privatization and its on the state budget.

**Modern Concepts Cairo, Egypt**  
Ministry of Finance  
Modern Concepts of effective Administrative communication.

**Government accounts Cairo, Egypt**  
Ministry of Finance

**Managing public relations and media**  
Ministry of finance  
Managing public relations and media in the variables of globalization and information technology.