



Moamen Zakaria

UAE, Dubai +9710504116173 / moamenzakaria155@gmail.com /
<https://www.linkedin.com/in/moamen-zakaria-864263a5/>

Professional Summary

I am passionate about teamwork and excel at collaborating to achieve common goals. With strong innovation and problem-solving skills, I focus on delivering exceptional customer experiences and improving operational efficiency, particularly in customer service and sales. In the IT Help Desk, I provided fast, high-quality technical support. My goal is to continue developing my skills and contribute to team and company success through innovative, effective solutions.

Personal skills:

- Time management
- Adaptation and flexibility
- Communication and persuasion skills
- It Help Desk
- Customer Satisfaction
- Team Management
- Multi-Tasking
- MS-Office
- Sales
- Teamwork

Experience

Merchandising Cosmetics at Unilever Full Time

1/2019 – 9/2024

Key Responsibilities:

- Place products in hot spots in the store to aid sales, and place items where customers can see them at eye level to make the design eye-catching
- Always track inventory to fill shelves, follow up with sales teams and any shortages in the store
- I succeeded in providing detailed reports to management on promotional activities, the quality of sales performance, and what is happening in the market.
- Get feedback from retailers and customers to promote better.
- Contributed to increasing customer retention by 12% through personal product recommendations and exceptional service

Instructor ICDL, IT Help disk And CRM As Part Time AT MDC

06/2015 – 10/2024

Key Responsibilities:

- Teach interesting and effective courses to students both in the classroom and online.
- And use some programs to better display educational materials, such as PowerPoint
- Providing assistance to students by helping them understand courses and achieve academic success.
- Successfully created, administered, and graded exams and assignments to evaluate student progress.

Technical Support Specialist Call Centre at Xceed

10/2014 – 10/2018

Key Responsibilities:

- answer calls from customers about landline internet problems.
- troubleshoot customer issues regarding internet connections and network

devices

- escalating some complex problems that require another specialized department or a higher department
- attending all the necessary training to learn everything new about the company's system
- adhere to call rules and quality standards based on customer satisfaction.
- work with coworkers, managers, and other departments to give customers complete support
- average call handling time was reduced by 15%, resulting in a 10% increase in overall customer satisfaction.

SALES OUTDOOR MDC

part time 2015/2018

Key Responsibilities:

- searching for new clients for the training center through visits to companies to view all of the center's courses
- convincing companies of the need for employees to take training courses in different fields to help employees develop themselves and the company
- i made sure to sign the contract with the pilot company over the course of the company giving the employees a training course again.

IT HELP DESK At Great Foods Company

04/2012 – 07/2014

Key Responsibilities:

- Diagnose and troubleshoot technical issues related to hardware (computers, printers, phones), software (operating systems, applications), and networks.
 - Maintain computer systems, applications, printers, and other IT equipment.
 - Assist in troubleshooting basic network issues, including Wi-Fi connectivity, VPN issues, and other network-related inquiries.
 - Documentation: Documents issues and solutions for future reference, and maintains an updated knowledge base.
 - Training: Provides basic training to end users on IT best practices, common software usage, and self-help techniques.
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- Work with other IT staff to support ongoing projects, system upgrades, and new installations.

Education

Bachelor's Degree: Management Information Systems Academy King Marriot in
Alexandria 10/2011

Certifications

Certificate Of Experience as Sales in Mdc Centre	7/2017
Sales Manager Skills – Itcdc Dubai A+ From Mdc Alexandria	10/2015
Certificate Of Experience of IT In Great Foods Company	05/2014
Communication Skills Course In The American University In Cairo	12/2012

Languages

Arabic: Native

English: Full Professional Proficiency