**Name: Belal Ibrahim Mohammed**

**Shoubra masr, Cairo**

**Mobile: *01279342752***

**Email:** **BelalEbrahim76@gmail.com**

1. **Education:**

Bachelor of Commerce, Cairo University

Major: Accounting

Overall Grade: Good

Last year Grad: excellent

1. **Work experience:**

**Customer Care Agent - Orange international Services**  (July 2017 –Dec 2019 )

Responsible for

1-Handling customers’ inquires and complaints.

2-Build a good Rapport with Clients over the phone

3-Managing customers' accounts

4-Obtain and evaluate all relevant information to handle customer and service inquiries

5-Performs other duties as assigned by management.

* ***Agent at national shop – orange international company*** *(Dec 2019 – on going )*

**Salesman at Unionaire Group** (Feb 2015 – Sep 2016) **Accounting office**(July 2014 – Apr 2015)

Responsible for

1-Working with spreadsheets, sales and purchase ledgers and journals.

2-Preparing statutory accounts.

3-Calculating and checking to make sure payments amounts and records are correct.

4-Sorting out income and outgoing daily post and answering any queries.

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6-Sorting out income and outgoing daily post and answering any queries.

 **Cashier at Pasqua (Café and Restaurant).**(Mar 2013 – June 2014)

Responsible for

1-Manning the cash register and handling cash transaction with customers.

2-Scanning goods and collect payments.

3-Issuing receipts, refunds change or tickets.

 ***Security officer at Top quality*** (Feb 2012 – Aug 2012)

1. **Courses and trainings:**
* E- accounting

Advanced excel – Peach tree – Quick books.

* Professional finance accountant

Taxes – contracting – import and export – banking

* English course

Grammar basics – English for business communications – English for effective communication

* **Extracurricular Activities**

**Volunteer at X-Project as a Research and Development Member [R&D]**. (Oct 2015 –Feb 2016).

 X-Project is a student activity at Faculty of commerce - Cairo University. Its’ aim is to enable the people who have ideas about businesses to convert them into real businesses through a Business Plan Competition.

Key Responsibilities:-

1-Research in other Student Activities

2-making template and forms for developing plans and surveys

3-Making Training need analysis (TNA)

4-making a research on other committees

1. **Skills:**

 **Computer Skills:**

 - Word, Excel, PowerPoint, Outlook, internet, windows (very good)

 - QuickBooks, Peachtree (very good).

 **Language Skills:**

 - Arabic (Mother tongue)

 - English (Good).

**Personal information:**

 - Date of birth: 7th June, 1994

 - Residence: shubra Masr, Cairo

 - Marital status: single