Hossam Hassan Fathy

Al-Hadaba Al-Wosta, Mokattam, Cairo

Career Objectives

- **Seeking a challenging career opportunity in a reputable organization, where I can utilize my skills, experience, knowledge and educational background to the maximum.**

Education

- **Bachelor of Commerce - Accounting department - Faculty of Commerce - Ain Shams University - May 2009.**

Work Experience

Jan.2018 – Present **Business Process Specialist**
"Aria Systems Inc."
- **Processing Daily Client's requests "Sales Orders entry, Purchase orders entry, Inventory Control and Reports".**
- **Processing EDI daily orders, Generating tracking numbers, Printing packing lists & shipping labels and Sending orders to the warehouse.**
- **Provide a regular basis feedback as a process improvement contribution.**

Feb.2017 – Oct.2017 **English Instructor**
"Expert Academy"
- **Planning, preparing and delivering lessons "Levels from 1 to 6" to a range of classes and age groups.**
- **Marking and providing appropriate feedback on oral and written work.**
- **Screening & Filtering CVs and Making interviews to English instructors and Customer service applicants face to face and by phone.**

May.2016 – Nov.2016 **Customer Service Representative**
"AL Wessam Group for Logistics Services"
- **Communicating with our clients by sending & receiving emails or by phone to follow up the workflow and Resolve their complaints.**
- **Providing assistance to Import & Export department by organizing files and collecting shipping data to be entered into the computer.**
- **Handling customers' inquiries and providing full information regarding the company's medical products.**

May.2014 – Feb.2016 **Receptionist**
"Mahgoub for Ceramic and Porcelain"
- **Greet customers with a positive and helpful attitude, direct them to the correct destination and providing products and services information.**
- **Make surveys in a regular basis with our customers to make sure that they're completely satisfied with the provided products and services.**
- **Keep a safe and clean reception area & showrooms by complying with procedures, rules, and regulations.**

Feb.2011 – Mar.2014   Receptionist and Public Relations
"Dar AL Mokattam for Mental Health Hospital"
- Politely greeting patients and visitors entering hospital, determine nature and purpose of visit, and direct or escort them to specific destinations.
- Answering telephone calls, forward calls, providing information, taking messages and dealing with face to face enquiries.
- Checking patients in and out.

Training Courses

1. Instructor Training Program (ITP course) from Sep.2016 till Jan.2017.
2. General English course at Expert Academy.
3. The Requirements of Human Resources Management Diploma at EgyCham from Feb 2016 to Apr 2016 (35 Hours) Grade: Excellent.
4. The Requirements of Human Resource Management Diploma (40 hours) at Talent Recruiters Company (from 13/12/2015 to 31/01/2016).
5. The Communication &Business Etiquette Program at Mahgoub for Trading & Import Company (12/05/2015).
6. Conversation English at Berlitz Language Center Level 3 (from 07/10/2012 to 18/11/2012) and level 4 (from 02/12/2012 to 10/01/2013), Grade: Excellent.
7. Conversation English Group IV (Upper Intermediate) (6 CEU) at the American University in Cairo (2011) Grade: B.
8. International Computer Driving License Course at AL Gomhuria Information Technology Center (15/06/2010).
9. Microsoft Office Programs course at AL Gomhuria Information Technology Center (from 26/12/2009 to 27/02/2010).
10. Microsoft Excel 1 course at Faculty of Commerce (from 09/11/2008 to 16/11/2008).
11. Introduction to Computer, Windows course at Faculty of Commerce (from 19/10/2008 to 26/10/2008).

Language Skills

- Arabic is the mother tongue.
- English is Excellent "Listening, Speaking, Reading and Writing".

Computer Skills

- Very good knowledge & user for Word, Excel, Power Point and Internet.
- Typing speed on the keyboard: Fluent (English & Arabic).

Additional Information

- Date of birth: 05/08/1988
- Nationality: Egyptian
- Marital status: Married
- Military service: Exempted

✓ *All References are Available upon Request*