



# Amr Osama Labib

📍 Giza, Egypt & Menoufia, Egypt

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Sex male | Date of birth 15 Sep 1996 | Nationality Egyptian

## OBJECTIVE

Seeking a Software or A networking Computer Science Engineering role at a leading technology company where I can utilize my troubleshooting expertise and passion for helping others. As an experienced IT professional with 3+ years of experience providing technical support across systems and applications, I have honed my analytical thinking and communication skills. I excel at listening to users, identifying issues, and guiding solutions in a simple, friendly manner. With a background in computer networking, hardware and software systems, and customer service, I have the knowledge to diagnose a wide range of technical issues.. My goal is to join a supportive team where I can continue growing as a Technical Support professional and make a positive impact by providing exceptional assistance to customers..I need to get exposed to business environment To develop my technical and personal skills

I am ambitious &. Hard Working.

I live My Values...Excellence ...Passion ... Integrity ... Responsibility

## EXPERIENCNS

9 / 2023: Till Now

### Telecom Egypt - WE Technical Support Networking Engineer - Full time Giza Branch - Egypt

- Provide technical support to customers via phone, email, and chat to troubleshoot and resolve hardware, software, networking and other technical issues
- Perform remote diagnosis and troubleshooting using remote access tools to assess and resolve customer problems quickly
- Install, configure and test new software, operating systems, upgrades and patches
- Walk customers through solutions by providing step-by-step instructions and technical guidance
- Escalate complex or critical issues to the appropriate teams for advanced troubleshooting
- Follow up with customers to ensure issues are fully resolved and inquiries handled in a timely manner
- Stay up-to-date with latest technology, IT systems and new product releases to provide accurate technical support
- Maintain a positive attitude and professional tone when communicating with frustrated customers

Responsibilities

## **Bank Misr – October Branch Customer service Full time 6 October - Giza Egypt**

- Handle all incoming/outgoing calls of the Technical call center.
- Provide follow up, occasional campaigns and call backs blended with normal inbound calls.
- Provide best possible service to both external and internal customers to achieve highest level of customer satisfaction
- Manage and update customer's database
- Provide exceptional technical support and troubleshooting to customers over the phone in a high-volume call center
- Utilize active listening and empathy to understand each customer's issue and technical background
- Identify quick on-phone fixes to resolve common customer problems like password resets, installation issues etc.
- Escalate complex or unique technical issues to appropriate teams for specialized follow-up
- Make outbound calls to customers for follow-ups, surveying and information verification
- Provide technical feedback to improve products, tools, and call center operations
- Build positive customer relationships by providing an exceptional support experience even in difficult situations

## **Cottonil, Sales Representative Team Lead Agouza, Giza (Egypt).**

- Lead and manage a team of sales representatives to meet and exceed sales targets
- Develop sales strategies and plans to increase market share and drive company growth
- Set individual and team sales targets, quotas, and goals
- Track team performance metrics and report on progress to senior management
- Coach team members on sales techniques, product knowledge, presentation skills, and customer service
- Maintain strong relationships with existing clients to maximize repeat business
- Identify potential new clients and generate new sales opportunities
- Stay updated on industry trends, competitors, and other factors that may impact sales
- Provide feedback to product development on client needs, interests, and changing preferences
- Train team on product updates, new product launches, and changes to the sales process
- Ensure all team members understand and comply with sales policies and procedures
- Track individual and team performance and identify areas for growth and improvement
- Serve as the key contact for major client accounts and executive-level selling

1/2019 – 6/2020

## EDUCATION

Sep 2014– Jan 2019

### Bachelor in Computer Science – Menoufia University – Eg

- **Very good in the Bachelor year.**
- Accumulative degree: Good.

#### Projects:

#### Graduation project:

- **Robot technology management in the development of the performance of surgical operations [ Very Good]**

## PERSONAL SKILLS

Mother tongue(s)

Arabic

Foreign language(s)

UNDERSTANDING		SPEAKING		WRITING
Listening	Reading	Spoken interaction	Spoken production	
B1	B1	B1	B2	B1

English

Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user  
[Common European Framework of Reference for Languages](#)

## Communication skills

**Good communication skills gained through my work within WE , Bank Misr and Cottonil. As A technical Support and Customer Service**

## Digital skills

SELF-ASSESSMENT				
Information processing	Communication	Content creation	Safety	Problem-solving
Independent user	Independent user	Basic user	Independent user	Independent user

## Courses and Trainings

**Course name**

**CCNA [Cisco Certified Network Associate]**

**MCSA [Microsoft Certified Solutions Associate]**

## Software skills

Self-assessment grid

### Skill

- SQL Server ( 2008- 2019 ) Professional User
- C# Basic User
- Desktop Application Professional User
- Object Oriented Programming Concepts
- Database