

# Mustafa Mahmud Mohamed



Personal  
Information

## Personal Information

Nationality: Egyptian

Date of Birth: 15/1/1989

Address: 34 St Ramadan El sager –El Agoza –El Giza - Egypt

TEL: 002-01010223322

Military Service: served

Marital Status: Single

E-mail: mostafa.eldeghdy@outlook.com

Skype: mostafa.eldegedy1

## Education

**Bachelor of management Information Systems**  
**Graduation year 2011**

## Work Experience

### **Quality at Vodafone Company**

From Jan 2018 till now

### **Branch manager at Vodafone Egypt at**

#### **Alexandria:**

- Bolkly
- Al agami

From August 2016 till July 2017

### **Branch manager at Vodafone Egypt**

#### **Branch manager at:**

- Elzawya Branch  
From June 2016 till July 2016
- Abbasia Branch  
From March 2016 till May 2016
- Faisal Branch  
From February 2015 till February 2016
- Shobra Masr Branch  
From November 2014 till January 2015

### **Assistant manager at Sprint Egypt TE Data**

From January 2014 till October 2014



Work Experience

**Team leader at Vodafone Egypt**  
From September 2013 till May 2014



**Customer Service at Vodafone Egypt**  
From January 2013 till August 2013



**Administrative at UNITED Company**  
From Feb 2012 till Jan 2013



**Customer service in Al-SHIRAA Travel & Tourism**  
From Feb 2008 till Feb 2010

**Sales in clothes shop at ZARA**  
From Jan 2007 till Dec 2008



**Waiter at Sofitel hotel**  
From Jan 2006 till Feb 2007



## Achievements

Reorganized something to make it work better  
Identified a problem and solved it  
Come up with a new idea that improved things  
Developed or implemented new procedures or systems  
Worked on special projects  
Received awards  
Been complimented by your supervisor or Co-workers  
Increased revenue or sales for the company  
Saved money for the company  
Saved time for the company  
Contributed to good customer service

TE Data sprint Egypt Is the largest distributors of the company and I made a major effort in the 11 month got to the post of Deputy Director of the branch in 4 months got the position of the branch manager and then Area Manager

## Courses & Training

- English in Model stream (armed forces)
- Training in TE Data smart village - 6 October City
- Training customer service in Elshraa company
- Training Customer service in united company

## Personal skills

- Excellent team player.
- Confidant.
- Self motivated
- Good communication skills
- Good worker within a team.
- Highly presentation skills.
- Highly negotiation skills.
- Ability to convince the customer.
- Dealing with embarrassing situations.
- Ambitious, Problem solved, self confident, self aware, honest
- Eager to learn & Fastlearner.
- Ability to work under high pressure & stressed atmosphere.
- Ability to handle angry clients with different nationalities & mentalities in a professional way
- Reading, Swimming and Playing Football.
- Hard worker and have the ability to work under pressure.
- A good Team Player and interested in the success of my company.
- Flexibility
- Determination and Persistence
- Loyalty
- Honesty

## Languages

- Native language: Arabic.
- English Good
- Good command of both written and spoken English