

# Mohamed Ashraf

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## PROFESSIONAL EXPERIENCE

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**Moderator, Content Moderator and Translator (Remotely)** 03/2021 – present

*Telus International Global Company*

- Review and moderate user-generated content for compliance with community guidelines and legal requirements.
- Provide feedback and coaching to content creators to improve content quality and compliance.
- Collaborate with team members to identify and report trends and issues affecting user experience.
- Translate from Arabic into English and German languages and vice-versa.

**Team Leader** 08/2020 – present

*Telus International*

- Team Leader for a Team consists of 12 Content Moderators and Customer Supporters.

**Content Moderator and Customer Support** 02/2018 – 08/2020

*CCC Company*

- Monitor user-generated content and ensure compliance with community guidelines and legal requirements.
- Respond to user inquiries and complaints via email and chat support in English and German.
- Collaborate with team members to identify and report trends and issues affecting user experience.

**Customer Support** 02/2021 – 12/2022

*Ejada*

I have worked as Customer Support in Saudi Arabia in Ejada Company in English Language.

**Site Assistant** 09/2017 – 02/2018

*Amazon - Germany*

- Assisted site managers in coordinating operations and managing inventory.
- Responded to customer inquiries and complaints via email and phone support in German and English.
- Collaborated with cross-functional teams to support site-wide initiatives and projects.

**Customer Service** 01/2017 – 09/2017

*Vodafone Germany*

- Provided customer support and technical assistance to Vodafone customers via phone and email in German and English.
- Resolved customer issues and complaints in a timely and professional manner.
- Collaborated with cross-functional teams to support customer engagement and retention efforts.

## EDUCATION

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**Bachelor degree in Engineering** 09/2017 – 08/2020

*Duisburg-Essen University*

I have done my Bachelor degree in Engineering in Duisburg-Essen University.

Duisburg, Germany

## **SKILLS**

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- - Accurate data entry and attention to detail
- - Spreadsheet creation and management
- - Microsoft Office proficiency, including data entry software such as Process Runner
- - Cross-checking and rectifying data entry errors
- - Document management and review
- - Excellent typing skills
- - Strong analytical and problem-solving skills
- - Good time management and organizational skills
- - Leadership.
- - Proficient use of CAT tools, particularly memsource, memoQ and/or XTM (XTM preferred)
- - Ability to work independently and offer enhanced customer service
- - Translation from Arabic into English and vice-versa.
- - Translation from Arabic into German and vice-versa.
- - Translation from English into German and vice-versa.
- - Quick response times
- - Empathy.
- - Collaborative.

## **CERTIFICATES**

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### **Graphic Design**

Ministry of Communications and  
Information Technology in Egypt.  
Issued: February 2022

## **LANGUAGES**

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**Arabic**  
Native

**English**  
C1

**German**  
C1