

Mohamed Husseiny

GENERAL INFO

Full Name: Mohamed Husseiny
Date of Birth: 28th of January 1990
Nationality: Egypt
Marital Status: Married
Location: Haram, Giza, Egypt



CONTACT INFO

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PROFESSIONAL EXPERIENCE

Jul 2018 to Present
(2 years and 3 months)

Spanish Tour Leader at Excellent Tours
Giza, Egypt

Industry: Travel and Tourism. Company Size: 51-100 employees

welcoming groups at the starting point and making sure that everyone has arrived
pointing out and explaining tourist attractions during the trip
assisting with meal preparation and buying supplies on some types of tours
answering questions and giving advice on language and currency
making sure travel arrangements and stopovers run smoothly and changing routes
or arrangements as necessary
handling passport or visa problems, emergencies, illness, accidents, lost luggage
and any complaints

Aug 2018 to Sep 2018
(1 month)

Spanish Interpreter at Attorney General
Cairo, Egypt

Jun 2016 to Jul 2018
(2 years and 1 month)

Spanish Customer Service Agent at Concentrix
Giza, Egypt

Industry: Telecommunications. Company Size: 501-1000 employees

Responsible for taking inbound calls for prospective customers, handling customer inquiries in a courteous and professional manner while providing the highest level of customer service.

Provide responsive and competent telephone support to customers in the areas of problem-solving and handling customer inquiries. Delivering and exceeding customer-specified service levels for handle time.

Typically would not have sales goals/quotas.

Apply basic working knowledge of systems, procedures, customers, products and processes to perform assigned functions with moderate reliance on others for direction.

Work requires some judgment but is performed primarily according to standard procedures with close supervision.

Provide responsive and competent customer support within a call centre environment.

May respond to customer inquiries by referring them to published materials, secondary sources or more senior staff.

Continuously work for exceptional customer experience, resulting in high customer satisfaction scores.

Learn, understand, retain and regularly update and demonstrate product/process knowledge.

Track, document and retrieve information in the call tracking database.

Jun 2016 to Dec 2016 (6 months)	Spanish Export Sales coordinator at Alzomordah Cairo, Egypt Industry: Manufacturing. Company Size: 11-50 employees Opening new markets for export Searching for new export opportunities Getting in touch with current customers and negotiate new contracts
May 2016 to Jun 2016 (1 month)	Spanish interpreter at Argentinian Embassy Cairo, Egypt Company Size: 101-500 employees Interpreting for the Executive Director of Agripremiun Argentinian company
Mar 2016 to Jun 2016 (3 months)	Spanish Trainer at UTC Academy Cairo, Egypt Industry: Education. Company Size: 1-10 employees Preparing students for applying to Ministry of Foreign Affairs exams " Spanish economic political translation "
Apr 2012 to Mar 2016 (3 years and 11 months)	Spanish Instructor& Translator at Ministry of Defence Language Institute Cairo, Egypt Industry: Education. Company Size: 101-500 employees Teaching all intensive spanish courses (initial - intermediate - advanced) Teaching preparation course "DELE" for civilians; Levels B1-B2 Translating all types of documents for civilians and militaries from Spanish to Arabic and viceversa
Jun 2008 to Sep 2011 (3 years and 3 months)	Spanish Sales Assistant at Al Ahram Papyrus Giza, Egypt Industry: Travel and Tourism. Company Size: 11-50 employees Explain products of the gallery to Spanish speakers in attractive way to increase sales
Sep 2010 to Oct 2010 (1 month)	Spanish Interpreter at Citadel Festival Cairo, Egypt Interprete the Ecuadorian embasador's intervention

EDUCATION

2007 - 2011	Faculty Of Languages (Al Alsun in Languages and Literature Ain Shams University (ASU), Egypt Overall Grade: Very Good Studied Subjects: Spanish and English Literature and Translation
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CERTIFICATES AND TRAININGS

Apr 2014	Spanish Teaching Diploma at Modli Methods of Spanish Teaching
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LANGUAGES

- Spanish and Arabic: Fluent.
- English: Advanced.

SKILLS

- Advanced in Translation, Spanish, Customer Support, Interpretation and Spanish Teaching.