

# FARID MAMDOUH FARID



## EDUCATION AND QUALIFICATIONS

- Sep 2016 - Jul 2020 **Bachelor**  
New Cairo Academy, Cairo  
Commercial Information System and Foreign Trade



## WORK EXPERIENCE

- Jun 2018 - Aug 2018 **Organizing Officer**  
MBC Group, KSA , Taif  
It was a seasonal work at the Souk Okaz Festival  
I was responsible for organizing the Egyptian pavilion at the festival, and we were honored by the company in appreciation of our work and achieving a high profit rate from the Egyptian pavilion
- Oct 2019 - May 2020 **Customer Service Agent**  
Fatura App, Cairo  
I was helping my client to find the goods in a short time and in an easy manner, I was very careful to deal with my clients in a perfect way to come again to achieve the goal of the place
- Sep 2022 - Jul 2022 **Marketing Research Specialist**  
Kantar, Cairo  
I was responsible for balancing the products in the stock of the branch with concerning that the quantities are registered on the system of the company
- Sep 2020 - Jun 2021 **Marketing Research Specialist**  
Kantar, Cairo  
I was responsible for balancing the products in the stock of the branch with concerning that the quantities are registered on the system of the company
- Jan 2021 - May 2022 **Operation Specialist**  
Erates - FTL Group, Cairo  
I handle all operations process as per Erates standard operation procedures (SOPs). Coordinate between the clients, customs clearance department & trucking department to ensure receiving containers/ shipment in the right time at port supported with the required documents and dealing with cargo agents around the world, seeking for the best Ocean freight and follow up the updates of Egyptian customs agency due to ACID new rule which affect the import shipments through Nafeza website and Cargo x
- May 2022 - Present **Banking Customer Service**  
Al Ahly bank, Cairo  
I was responsible for interacting with customers to address inquiries and resolve complaints regarding the clients' products and services.  
  
In this position, I was collaborate with internal and external teams in handling the needs of the customer to provide excellent customer service in a timely and professional manner.

## PERSONAL

- Name**  
Farid Mamdouh Farid
- Address**  
New cairo 90 St Dar masr  
New cairo
- Phone number**  
01557077433 / 01006257408
- Email**  
farid.boshkash@gmail.com
- Date of birth**  
05-08-1998
- Place of birth**  
Cairo
- Gender**  
Male
- Nationality**  
Egyptian
- Marital status**  
Single
- Driving licence**  
A
- LinkedIn**  
<https://www.linkedin.com/in/farid-mamdouh-198aba242>

## LANGUAGES

English ★ ★ ★

## SKILLS

- Microsoft Word ★ ★ ★ ★
- Microsoft Powerpoint ★ ★ ★
- Work on a wide range of systems
- Multi-Tasking ★ ★ ★ ★
- ★ ★ ★ ★