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| Marwan Elbasiouny | Alexandria, Egypt  +201551417567  marwanelnoby8@gmail.com |
|  | Experience | | |

## Senior Accountant | Agyad , Alexandria

### Nov 2014 – Current

**Achievements:**

* Developed and Applied a system for submitting "Requests for Technical Assistance" which enhanced requests' accuracy from 58% to 96%.
* Attended and excelled at "Steps" a 50 Hours certification program to become a **certified Customer Service Supervisor.**

## Senior Accountant | company name, Alexandria

### MAR 2011 – SEP 2014

**Day to day duties include:**

* Handling customers' inquires and managing queues.
* Assisting in station operations adhering to operational and safety procedures.
* Up-selling services offered by the airline at the counter.

**Achievements:**

* Utilized my programming skills to redesign the company's internal website during my days off, making it more user friendly and responsive "easily used on mobile devices".

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|  | Skills |

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| * Analytical thinker * Team Player * Fast Learner | * Simplify Complex issues to customers * Indentify needs and match to company's products |

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|  | Certificates |

ICDL

MPA

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|  | Education |

## BSC of Commerce | Alexandria University, Egypt

### Sep 2006 – Jul 2010

Bachelors of Commerce in Accounting

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|  | Languages |

### Arabic : mother tongue

### English: fluent spoken and written

### References are available upon request.