



Loay Mohamed Abdelrahman

DIGITAL CONTENT SPECIALIST

PROFESSIONAL IT SYSTEM ADMINISTRATOR AND DIGITAL CONTENT EXPERIENCE 5+ YEARS' EXPERIENCE IN VARIOUS INDUSTRIES: CALL CENTER, DESKTOP SUPPORT, SYSTEM ADMINISTRATION AND PLATFORM CONTENT.



loaiymohamed@gmail.com



+971564142793



Egyptian



18 April, 1989



linkedin.com/in/loay-mohamed



UAE Driving license

SKILLS

Issues Solving

Operating systems

Data visualization

Data Management

Leadership

LANGUAGES

Arabic



English



INTERESTS



Football



Fishing

WORK EXPERIENCE

Digital Content Specialist

Kuwait Food Company – AMERICANA

Dubai, UAE

08/2019-Present

Achievements/Tasks

- I've contributed to development and update all concept menus for our assets (App - Websites) to get easier and smoothly for end-users.
- Daily Responsibilities: Update and link all menus for aggregators partner and provided in one config file (JSON) to flow all TRX via integration tools to CMS system.
- I support our assets (websites - App) and aggregators during the whole day to keep the menu up to date and adding new campaigns or deactivate items.
- Designing maps, illustrations, and drawing fences layouts on any dynamic map to export KML-KMZ file to link in our assets or aggregators by SDK tool.

IT System Administrator

Kuwait Food Company – AMERICANA

Dubai, UAE

01/2016-07/2019

Achievements/Tasks

- Supported integration projects with aggregators Like Talabat and Zomato, that lead to saving cost of agents dedicated to punch orders manually.
- Analysing problems, researching potential solutions, isolating issues, and referring complex problems For CMS system.
- Support developer team for building CMS system (Interface, menu).
- Make training session for call center agents and team leaders on how to use google maps, UAE geographical areas and to use CMS system interface to reduce AHT.
- Installing and configuring computer hardware operating systems and applications.
- Monitoring and maintaining computer systems and networks.
- Troubleshooting system and network problems and diagnosing and solving hardware or software faults.
- Installing Windows (XP, 7, 8 and 10) and application software.
- Installing Avaya system and support the system and Avaya hardware (Softphone and cables)
- Replacing parts as required.
- Assisting local and remote staff with technical problems including desktop\laptop\server software, hardware, and network issues.
- Analysing problems, researching potential solutions, isolating issues, and referring complex problems to senior technical staff.
- Hands-on experience in responding, tracking, and following up on telephone, emails, and end-user requests for support.



Loay Mohamed Abdelrahman

DIGITAL CONTENT SPECIALIST

PROFESSIONAL IT SYSTEM ADMINISTRATOR AND DIGITAL CONTENT EXPERIENCE 5+ YEARS'
EXPERIENCE IN VARIOUS INDUSTRIES: CALL CENTER, DESKTOP SUPPORT, SYSTEM
ADMINISTRATION AND PLATFORM CONTENT.



loaiymohamed@gmail.com



+971564142793



Egyptian



18 April, 1989



linkedin.com/in/loay-mohamed



UAE Driving license

SKILLS

Issues Solving

Operating systems

Data visualization

Data Management

Leadership

LANGUAGES

Arabic



English



INTERESTS



Football



Fishing

WORK EXPERIENCE

Customer Services Agent

Kuwait Food Company – AMERICANA

Dubai, UAE

07/2014-12/2015

Achievements/Tasks

- Management and resolve customer complaints.
- Identify and escalate issues to supervisors.
- Provide product and service information to customers.
- Take orders quickly and courteously.
- Support back-office team.

Sales and operating system B2B

Orbit Showtime Network (OSN)

Alex, Egypt

12/2010-11/2013

- Meet with potential clients to determine their needs from OSN packages.
- Renew subscriptions for existing customers.
- Provide product and service information to customers.
- Training existing and new employees on B2B system.

Personal loans and sales executive

Barclays Bank

Alex, Egypt

04/2009-11/2010

- Sell personal loans and credit card
- Ensure that all applications are in proper order prior to submission for approval.

TRAINING COURSES

- Elijah's Retail Program Including (11/2013 - 12/2013)
Sales, Marketing Retailing, Merchandising and Customer Service
- Wales international university (07/2012 - 01/2013)
Diploma in Human Resources
- Gateway Center (06/2012 - 10/2012)
ICDL Course (International Computer Driving License)

EDUCATION

Faculty of law

Alexandria University

Alex, Egypt

09/2009 - 05/2012