

Ahmed Nasreldin Amer

CONTACT

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Military Service: Completed

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Portfolio: ahmedpvp.github.io/Ahmed.CV/

GitHub: github.com/ahmednasrca-web

PROFESSIONAL EXPERIENCE

Help Desk Employee | October 2023 – Present

Wayak Pharma

Managed and resolved hardware and software issues for company devices across all departments and locations, including administrative offices, the call center, complaints and follow-up sections, distribution units, and pharmacies. Provided comprehensive technical support via phone, email, and on-site visits. Responsibilities included troubleshooting, maintenance, and upgrading of company equipment, replacing damaged hardware components, and assisting with basic network troubleshooting to ensure optimal performance and minimal downtime.

Database Agent (Part-Time) | May 2023 – Sep 2023

RowadWeb

Collected, organized, and updated client data in the CRM system, maintained and cleaned databases to ensure accuracy, supported the web team with basic WordPress content updates, and coordinated data migration and backup tasks while gaining hands-on experience with website content management and SEO basics.

Senior Operations Specialist | May 2019 – Present

Weyak Medical Services Agency

Directed the full lifecycle of electronic payment processes across diverse channels, including InstaPay, e-wallets, Fawry, Paymob, and Geidea, while reconciling daily transactions and coordinating with finance, sales, and logistics teams for accurate order settlements. Concurrently, oversaw the issuance and renewal cycles of Weyak medical discount cards, managing e-card distribution and providing comprehensive customer support to resolve service complaints. Administered corporate WhatsApp operations for marketing campaigns, emergency messaging, and the secure distribution of Electronic Medical Records (EMR). Additionally, monitored order cancellations and returns in real-time to prevent the dispatch of canceled shipments, and continuously tracked daily workflows to provide rapid crisis intervention, ensuring seamless operations and business continuity.

Xceed Call Center Agent | Sep 2019– Feb 2023

Exceed Outsourcing (Ministry of Health Account 105 Hotline)

Handle customer inquiries related to COVID-19 symptoms, inform users about vaccination locations, and record their requests in the system. Assist users with travel insurance and help finalize their travel procedures.

Other Work Experience

Waiter – Tabla Luna Restaurant (May 2018 – Feb 2019),

Chief Assistant – Swiss Cottage Restaurant (Jan 2018 – Apr 2018),

Technical Worker – Jamal Al-Saidi Factory for Natural Stones (Summer 2017).

EDUCATION

Al Jazeera Institutes | 2022 – 2023

Information Systems and Technology

- GPA: 2.9
- One of the top students in the third year

Cairo University Faculty of Computers and
Information Accredited by NAQAAE | 2021-2023

Diploma in Computer Systems

- GPA: 3.1

Online Courses

Completed various online courses in different fields through recognized platforms such as Coursera, Almentor, and Elmadrasah.com to enhance professional and technical skills.

English Language Courses (5 Levels)

4Level Institute

CERTIFICATES

Certificate of Achievement | 2016

Awarded by the U.S. Embassy Cairo
For completing the English Access
Microscholarship Program.

Certificate of Appreciation | 2011

Awarded by Al-Arqam bin Abi Al-Arqam
Institute for Quranic Recitations and Sciences
(Al-Azhar Al-Sharif) Grade: Very Good.

Recognition Certificate

Presented by Wayak in recognition
of outstanding efforts and contributions
during the last period.

Certificate of Recognition | 2020

Xceed In consideration of the outstanding
efforts and contribution in the year 2020

Firefighting and Rescue Training Certificate

Successfully completed the training program
for firefighting and rescue (Soldiers)
at the Civil Protection Institute, achieving
a grade of "Very Good"
from April 13, 2024, to May 9, 2024.

KEY SKILLS

- Office Suite software.
- Data Entry & Data Cleaning.
- Organizational and time management skills.
- Corporate communications.
- Adaptability.
- Basic networking knowledge (TCP/IP, DNS, DHCP).
- Installation & configuration of hardware/software.
- Experience with AI-powered tools to streamline tasks and improve efficiency.
- Core Competencies: Workflow Automation, Business Process Optimization, Internal Tools Development, UI/UX Enhancement.
- Problem solving & Troubleshooting.
- Customer Service Skills.
- Communication & Teamwork.
- Multitasking & Time Management.
- Microsoft Office (Excel – Word – PowerPoint)
- IT systems troubleshooting.
- Following IT policies & procedures.
- AI-Assisted Workflow Optimization.

LANGUAGES

- Arabic: Native
- English: Elementary Level (A2)