**HAMZA ELSAYED SEIF ELNASR**

Please 11provide photograph

**E-Mail: hamza\_saif@hotmail.com /** **hamzasaif@gmail.com**

**Phone:** +971561566139

**Personal detail's**

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| --- | --- |
| Name: | Hamza Elsayed SeifElnasr Moursi |
| Birth Place: | Dubai – United Arab Emirates |
| Nationality: | Egyptian |
| Email: | [hamzasaif@gmail.com](mailto:hamzasaif@gmail.com) |
| Mobile: | +971561566139 , +971567110893 |
| Address:  Languages: | Saharja -AL Nud king Feasl streetSaharja -AL Nud king Feasl street  Arabic, English |
|  |  |

**Education**

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|  | **Provider** | **Date** |
| High school | UAE Ministry of Education | 1999 |
| Bachelor Degree in Computer Engineering | Egyptian Ministry of Higher Education | 2006 |

**Work Experience**

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| --- | --- | --- | --- | --- |
| **Post Title** | **From** | **To** | **Type** | **Company** |
| **Sandwich  Artist** | March 2018 | present | Full Time | SUBWAY® -UAE |
| Job Duties:   1. Customers service: Greeting customers and taking their orders; explaining menu options in order to help customers make a selection. 2. Sandwich Artist: Cutting freshly-baked loaves of bread into sandwich-sized portions and creating sandwiches using precisely the right meats, cheeses, and vegetable toppings. 3. Cash Register: Providing customers a personalized, friendly and efficient cashiering service. Taking payments from customers via cash, and credit cards. Responsible for the accurate and timely allocation of cash. In charge of daily cashbook management. Banking a large volume of cash daily. Managing Inventories and rotates stock. | | | |
| **Technical & Customer Support** | Feb 2012 | Jan  2017 | Full Time | A picture containing food  Description automatically generated [www.bconnect-egypt.com](http://www.bconnect-egypt.com/) |
| Job Duties:   * Provided 24\*7 L1/L2 support in interface tool in Windows (xp,8.1, 10) * Worked on IT Support and administration for single stations and integrated computer networks, software and hardware related issues while using modern support technologies such as (Team Viewer) to increase work efficiency * Performed patches & backups for critical production servers and ensuring servers are in effective working condition along with network availability and maintenance of disaster recovery stance * Resolved incidents, problems, and implemented best practices in change management * Recommended IT infrastructure requirements and upgraded to ensure acceptable levels of Security, Disaster Management and Data Recovery Plans * Performed systems backups, restore procedures, file replications and script management for servers; monitored servers on a proactive basis for service interruption, server performance and backup failures * Protected and processed software from various viruses and ensured to update antivirus * Identified and developed new business through networking, follow-up calls and cold-calling to create interest in products and services, generated new business leads and arranged meetings | | | |
| **B2B SALES EXECUTIVE** | Nov 2009 | Feb 2012 | Full Time | United Pharmacists Company - Egypt |
| Job Duties:   * Seeking an opportunist to achieve Business to Business Sales and account management, achieving organizational goals. * Provide customer training on how to use the service. * Work to solve technical problems facing customers. * Work to increase sales. | | | |

**CERTIFICATION**

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| --- | --- | --- | --- |
|  | **Provider** | **Certification Number** | **Date** |
| Microsoft Office Specialist Excel | Microsoft | 13498626 | Feb 01,2017 |
| Microsoft Office Specialist Outlook | Microsoft | 13498626 | Feb 28,2017 |
| Sandwich Artistry | SUBWAY | 5e63f0a | Nov 2018 |
| Sandwich Artistry2 | SUBWAY | Bc6f927 | June 2019 |
| shariah food safety program | SHARJH CITY MUNICPALITY |  | October 2020 |
| Artistry 101 | SUBWAY | 770dd52 | April 2020 |
| Global food safety | SUBWAY | 880cc86 | April 2020 |
| Adobe Lightroom CC + Classic 11 Learn Photo Editing by Pro | Udemy |  | March 01,2022 |

**Course**

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| --- | --- | --- |
|  | **Provider** | **Date** |
| Config Windows vista Mobile and Applications | New Horizons | Des 2009 |
| Installing Config, the windows Vista | New Horizons | Dec 2009 |
| Basis Selling Skills | B-Connect | Nov 2013 |

**Key Skills and competencies**

* Enjoy working with figures.
* Able to follow a routine and adhering to procedures.
* Engaging in continuous learning in order to broaden knowledge and experience.
* Able to remain calm and relaxed under pressure.
* Passionate and highly focused on providing customers with a good experience.

Available 1 month.