

# Ibrahim, Aly O. Mahmoud



## PERSONAL

**Name:**

Aly Osama Mahmoud Ibrahim

**Date of birth:**

02 Dec.1991

**Personal Status:**

Single

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## WORK HISTORY

September 2014 → present

**Bosch Service Solutions (Berlin)**

**KeyUser (1st-level Technical Support)**



**BOSCH**  
Technik fürs Leben

Main responsibility is to support the team technically in worldwide with the same project.

Rise and answer tickets regarding technical issues facing by Bosch agents. Support colleagues within the team and the project.

September 2014 → present

**Bosch Service Solutions (Berlin)**

**Operativer Betrieb / Operation Management (Fulltime)**

Premium automotive company, consulting customers and give them support and guidance 24/7

Telephone support automotive customers.

Receipt and handling of emergency calls and requests for information for premium customers of a major German car manufacturer.

Competent partner in problem analysis of complex customer inquiries.

Correspondence with the Rescue Coordination Centre and the breakdown service.

June 2013 → September 2014

**Bosch communication center/ Robert Bosch GmbH (Berlin)**

**Student job (Aushilfe)**

Premium automotive company, consulting customers and give them support and guidance 24/7.

Telephone support automotive customers.

Receipt and handling of emergency calls and requests for information for premium customers of a major German car manufacturer.

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## LANGUAGES

	Beginner	Good	Advanced
Arabic	(●)(●)(●)(●)(●)(●)(●)(●)(●)(●)		
English	(●)(●)(●)(●)(●)(●)(●)(●)(●)(●)		
Deutsch	(●)(●)(●)(●)(●)(●)(●)		

## PERSONAL SKILLS

	Average	Good	Expert
Team Player	(●)(●)(●)(●)(●)(●)(●)(●)(●)(●)		
Creativity	(●)(●)(●)(●)(●)(●)(●)(●)(●)(●)		
Brainstorming	(●)(●)(●)(●)(●)(●)(●)(●)(●)(●)		
Communication	(●)(●)(●)(●)(●)(●)(●)(●)(●)(●)		
Organization	(●)(●)(●)(●)(●)(●)(●)(●)(●)(●)		
Efficiency	(●)(●)(●)(●)(●)(●)(●)(●)(●)(●)		
Flexibility	(●)(●)(●)(●)(●)(●)(●)(●)(●)(●)		

## WORK HISTORY

March 2013 → June 2013

**AFA AG**

**Customer consultant “freelancer”**



As a customer consultant in an insurance company, you have to consult customers to invest their money in bonds and pensions as well as health insurance and real-estate investment

August 2012 → December 2012

**COMMERZBANK AG**

**Intern “Private customers Department”**



In private customers department our task is to support and help our customers dealing with their investments in our bank giving them the advice they need for their investment, loans and insurance  
Building interactive relation between the bank and the customers and always update them with our new offers which fits their need

March 2012 → Present “freelancing”

**SOCIAL MEDIA MARKETING**

Freelancer

In company with a friend we are doing promotion and marketing for small businesses throw different social media networks “Facebook, Twitter, YouTube, Google+” as it’s the newest and fastest way of advertisement

December 2011 → Present

**COMPUTER FOUNDATION EGYPT**

Volunteer/Marketing specialist



Supporting Computer Literacy in Egypt and Egyptian Public Schools  
Distribute our project's idea throw social media networks and gain more participants

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## TECHNICAL SKILLS

	Average	Good	Expert
MS Office	(●)(●)(●)(●)(●)(●)(●)(●)(●)(●)		
Photoshop	(●)(●)(●)(●)(●)(●)(●)(●)		
eSanky	(●)(●)(●)(●)(●)(●)(●)(●)		
Project R	(●)(●)(●)(●)(●)(●)(●)		
Social Media Networks	(●)(●)(●)(●)(●)(●)(●)(●)(●)(●)		

## EDUCATION

October 2010 → March 2015  
SRH Hochschule Berlin, Germany



**Bachelor of Art**  
**Major: Business Administration**  
**Bachelor Thesis: Location Based Services**  
**GPA: 3.0**

September 2007 → June 2009

Cairo Exp. Language School, Egypt  
High School

**Major: Sciences Department**

**Main Courses: Mathematics, Chemistry, Physics, Economy, Statistics, Languages**  
**Grade: 86%**

## ACTIVITIES AND INTERESTS

- **Charity**
- **Computer and internet**
- **Travelling**
- **Reading**
- **Music**

## REFERENCES

Carsten Kaiser  
(Prokurist/Teamleiter)

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