

Date of birth21/12/1988 | **Nationality**Egyptian | **Gender**Male | (+20) 1009973704 | milad_awad@outlook.com |

Helmeyat El-zeiton, Cairo, 20, Ain Shams Street, Cairo, Egypt

● WORK EXPERIENCE

10/2020 – CURRENT – Cairo

SR. CONTENT REVIEWER – AMAZON

- Review advertisements and emails in Brazilian Portuguese, English, Spanish & Arabic.
- Thoroughly check advertising content with careful consideration of given guidelines.
- Work intuitively to identify and highlight any recommendations, improvements or inconsistencies in the data.
- Troubleshooting issues related to advertisements
- Review ads for content quality based on Content Guidelines.
- Approve or disapprove new and changed ad submissions based on policy guidelines.
- Lead quality assurance by conducting audits of ads reviewed by Content Reviewers
- Provide coaching/feedback to team members and perform Path-To-Green if needed
- Analyze information and utilize to build recommendations to reduce errors and improve process performance

10/2015 – 09/2020 – Cairo, Egypt

TRANSLATOR – EMBASSY OF BRAZIL

- Translation of official, commercial, consular, agricultural and administrative texts.
- Interpretation in official meeting between high-level authorities from both countries.
- Execution of administrative tasks.
- Consular assistance for Brazilian citizens living in Egypt.
- Administrator in the Embassy's social media channels.
- Coordinator in the Embassy's press department.
- Organization of cultural events and activities.

02/2012 – 09/2015 – Cairo, Egypt

TECHNICAL SUPPORT ADVISOR – RAYA CONTACT CENTER (HTC PORTUGAL)

- Answering phones from customers professionally and responding to customer inquiries and complaints in Portuguese.
- Handling dissatisfied customers as a customer care manager.
- Researching required information using available resources.
- Handling and resolving customer complaints regarding product sales to customer service problems.
- Providing customers with the organization's service and product information.
- Processing forms, orders, and applications requested by the customers.
- Identifying, escalating priority issues and reporting to the high-level management.
- Routing inbound calls to the appropriate resources. .
- Completing call notes and call reports as necessary.
- Recording details of comments, inquiries, complaints, and actions taken.
- Managing administration, communicating and coordinating with internal departments.

● EDUCATION AND TRAINING

09/2007 – 06/2011 Cairo, Egypt

LICENCE DEGREE IN SPANISH LANGUAGE (PORTUGUESE AS A SECOND LANGUAGE) – Faculty of Languages, Ain Shams University

08/2010 – 10/2010 – Lisbon, Portugal, Lisbon, Portugal

PORTUGUESE COURSE FOR FOREIGNER SPEAKERS – Faculty of Letters, University of Lisbon

● LANGUAGE SKILLS

Mother tongue(s): ARABIC

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
PORTUGUESE	C1	C1	C1	C1	C1
ENGLISH	B1	B1	B1	B1	B1
SPANISH	B1	B1	B1	B1	B1

Levels: A1 and B1: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

DIGITAL SKILLS

Microsoft Word	Microsoft Excel	Outlook	Microsoft Office	Social Media	Internet user	Website
Website Editor	organizational and planning skills	Written and Verbal Skills	Reliability	Good listener and		
communicator	Team-work oriented	Motivated	Responsibility			