

Mohamed Mohie Ismail

Customer Service & Call Center Representative

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PROFESSIONAL SUMMARY

Motivated Computer Science student with strong communication skills and a customer-focused mindset, seeking a Call Center / Customer Service role. Combines a background in graphic design — which sharpened attention to detail and clear communication — with hands-on technical skills in programming and web development. Comfortable working with computer systems and software, a fast learner, and able to stay calm and professional while handling customer inquiries.

EDUCATION

B.Sc. in Computer Science

Nahda University, Egypt

Expected Graduation: 2029

EXPERIENCE

Graphic Designer

- Designed visual content with strong attention to detail, creativity, and clarity of communication
- Worked directly with clients to understand requirements and deliver on expectations, building strong communication and client-handling skills

SKILLS

Technical: C++, HTML, CSS, PHP, JavaScript

Design Tools: Adobe Photoshop, Canva

Soft Skills: Communication, Customer Service, Problem-Solving, Attention to Detail, Adaptability, Teamwork

LANGUAGES

Arabic: Native

English: B2 (Upper-Intermediate)