



HESHAM KAMAR

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📍 Egypt, El Menoufia
📅 26 Years Old

EDUCATION

Faculty Of Arts, department of geograghy
Survey and Maps Division

King Marriott Academy

2015-2019

SKILLS

- Teamwork
- Social Media
- CRM
- Handling complaints
- Computer skills
- Communication Skills
- Support erp System
- *Technical Planning*
- Experience In POS systems

LANGUAGE

Arabic : Mother Tongue

English : Very Good

Summary

Passionate individual with 3 years of experience in technical support, electronic and field marketing industry. I Seeking to leverage my strong interpersonal communication skills and time-tested ability to build trusting relationships with the company's clients.Experienced in Microsoft crm and Dexef erp systems

WORK EXPERIENCE

Oct 2020 - Jul 2022

Dexef Erp Systems

Technical Support Clerk

- Research and identify solutions to software and hardware issues
- Diagnose and troubleshoot technical issues, including account setup and network configuration
- Ask customers targeted questions to quickly understand the root of the problem
- Track computer system issues through to resolution, within agreed time limits
- Prioritize and manage several open issues at one time
- Familiarity with remote desktop applications and help desk software

Jul 2022 - Present

Dexef Erp Systems

Digital Marketing Specialist

- Managed Facebook, Twitter, instagram and Youtube
- Designed, created and managed web based ad campaigns
- Analyzed reviewed and reported on promotional campaign effectiveness to maximize results
- Created YouTube videos and blogs to engage database developers and startup community
- Delivered social media monitoring and effectiveness reports for senior management
- Field dealing with the company's distributors
- Dealing with businesses on the ground and trying to convince them to contract
- Daily online follow-up with new clients to convince them to contract