**hesham sallam abou el-hamd**

**Address**: Helwan, Egypt

**Mobile number**: 01004641854

**E-mail address**: hesham.sallam@hotmail.com

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| **education** |
|  | 2005-2009 Helwan University, Cairo, Egypt.* Faculty of Tourism & Hotels, Hotel management Dept.
* Grade: Good.
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| **skills** |
|  | **Computer Skills:*** Excellent Knowledge of MS Word, Excel and Power point.
* Excellent Knowledge of Internet, Mailing and Typing.

**Language Skills:*** **Arabic:** Native language.
* **English:** Fluent – Native-like
* **German:** Very Good command in both speaking and writing
* Knowing the basics of **Spanish, French** and **Portuguese**
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| **Experience** |
|  | * **IBM’s EDUEgypt BPO Skills Certification** on English Language, Soft Skills, Culture voice and Data Skills
* **AHLA** '' American Hotels and Lodging Association ''Courses on Food & Beverage and Food Safety 'HACCAP' course.
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|  | **Professional Experience :**Eight years experience in teaching and giving different courses such as general , conversation , business and IELTS Preparation courses ,… etc* **Alzohour language school**

English teacher * **Convrld / English mobile**

English instructor * **OTO English**

Senior Online English Instructor* **English Zone**

Online English Instructor* **CTC ( Charisma Training center) , Helwan**

Senior English Instructor* **Test Academy, Helwan**

Head of English department * **One Academy, Helwan**

English Instructor * **Latin Academy, Dokki**

English Instructor * **Long Lang Academy, Helwan**

Head of English department * **HOL ( House of languages Academy ) , Maadi**

 Head of English department * **Skills Academy, Maadi**

English Instructor * **Ahlan & convey Islamic message society**

Presenter of Islam to foreigners* **Freelance translator**
* **AMD (American Academy for Management and Human Development )**

English instructor * **Etisalat Emirates**

Account Advisor (Technical &Sales specialist)* **TE Data.**

Technical support Specialist* **Emco Marketing solutions.**

Marketing events Representative* **Mobinil (The Egyptian Co. for Mobile Services).**

Customer Service Representative* **Shepheard Hotel**

Receptionist & Telephone Operator & Business center Agent **Practical training:*** **Shepheard Hotel**Receptionist
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| **Personal Information** |
|  Date of Birth: 3/3/1988 Marital Status: Married Military Status Exempted  |