**hesham sallam abou el-hamd**

**Address**: Helwan, Egypt

**Mobile number**: 01004641854

**E-mail address**: [hesham.sallam@hotmail.com](mailto:hesham.sallam@hotmail.com)

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| **education** | | | |
|  | | 2005-2009 Helwan University, Cairo, Egypt.   * Faculty of Tourism & Hotels, Hotel management Dept. * Grade: Good. |
| **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** | |
| **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. |
|  | | **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 |