

**Address:** **8th EL Imdad w El Tamween blocks - Nasr City**

**Email:** Muhammed.Sarh@gmail.com

**Phone:** 01146440067

**Birth Date** : 26/6/1989

**Military Status:** Exempted

**Marital status:** Single

**Muhammed Shehata Ragab**

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| Seeking a challenging position in a reputable institution where my academic background and interpersonal skills are well developed and utilized.  |

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| Educational Qualification |
| Master degree in private law (LL.M.) Bachelor in law ((LLB degree), English section  |  | **Ain Shams University 2020****Ain Shams****University 2010** |  |
| Thanwya Amaa | AL Maaref Language School |  **2005 – 2006** |  |

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| Academic Courses |
| * + - * Professional career certificate in Legal &UN Translation - American university in Egypt - School of continuing education.
			* Legal drafting certificate – Ain Shams University
			* ICDEL : Word, Power Point, accesses and Excel.
			* EDU Egypt certificate
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| Seminars |
| * The relevance of the International Criminal Court for Peace and Justice. Friedrich Ebert Stiftung in cooperation with League of Arab States, Ministry of Foreign Affairs of Germany and Goethe-Institute Agypten (30 January; 29-30 October, 2008; Cairo).
* Assured communication skills both written and oral. Confidence in addressing individuals and  large groups in a clear and concise manner at Law Society functions and academic presentations
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| Work Experience |
| * **Educational center “AIC”:**

**From December 2013 - uptill now**  **“ Co-Founder of Private business and a freelancer law lecturer “**- Undertake the responsibilty of making market research for center to compete in the market.- Manage staff and provide them with training about how to deal with upcoming prospects.- contribute in the process of financial spendings through the month.- Manage meetings with stakeholders and owners inorder to develop the center image and budget.- Give lectures to law school students in civil, criminal , administrative and private international law. * **Vodafone UK****From June 2013 - up till December 2013**
* **" International account advisor "**
* Undertake international phone calls and manage clients complains over the phone and try to solve them .
* Reviewing and evaluating received calls from the whole department to provide eduquate report with fulfillment of supports, financial converts and conditions terms.
* Manage with head of call center team the scripts for recived calls for rest of staff
* Contribute in process for developing Vodaphone policies, procedures, and get approval authorities.

.**Genius for learning tools:** **From December 2010 – up till June 2013** **“ Office co-ordinator “**- Reciving all the calls for the office.- preparing a monthly report with all office expenses.- Manage all dates with customers who came at office. |

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| Relevant Skills |
| Computer Skills | * Word, PowerPoint, Excel**, Windows, Outlook and Internet Browsing**.
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| Programs | * Operating systems: Windows Vista and Linux Mandrake
* Very good Internet research skills.
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| Languages | * Arabic (Mother Tongue), English; V. Good, Deutsch: Fair.
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