Hossam El-Din Mohammed Mohammed El-Sayed

**Address**: 28 Al-Sawy St., Al-Amiria, El-Zeitoun, Cairo

**Date of Birth:** November 26th, 1986

**Mobile Number:** (+2) 0111 8013444

**Phone Number:** (+2) 02- 22563714

**E-MAIL:** hosameldin\_14@hotmail.com

# Personal Statement

A multi-skilled, reliable & talented translator with a proven ability to translate written documents from a source language to a target language. A quick learner who can absorb new ideas & can communicate clearly & effectively with people from all social & professional backgrounds. Fully aware of diversity & multicultural issues. Flexible in the ability to adapt to challenges when they arise & at the same time remaining aware of professional roles & boundaries. Would like to work as a translator for a successful and ambitious company that offers great opportunities for career development and progression.

**Education**

**B.A at the Faculty of Education (2007)**

**Department**: Department of English Language (General)

**University**: Ain Shams University

**Degree**: Good

**Training Certificates & Extra Curricular Studies**

* Had a Professional Diploma in Media and Literary Interpreting at The American University in Cairo (AUC), (Dec. 2014).
* Took the TEFL course “Teaching English as a Foreign Language” at Ain Shams University (July 2014).
* Took an Online Diploma in English Language and Literature Course from Alison.com (Jan. 2015).

# Experience

* **Translator & Proofreader, Deluxe Digital Studios Subtitling and Localization:**

**(Jan. 2015-Till now)**

* Responsibilities:
* Convert written subtitles from English into Arabic.
* Create a new text in the target language that reproduces the content and style of the original.
* Ensure that all written translations conform to the original text in terms of technicality and terminology.
* Ensure that the context of the language isn’t altered during interpretation
* Edit and proofread texts to accurately reflect the characteristics of the target language.
* Liaise with clients to discuss any unclear points.
* **Freelance Translator:**

**(Jan. 2014-Till now)**

* Responsibilities:
* Facilitate effective communication between two parties that do not speak a similar language by converting one spoken or written language to another
* Convert written materials from one language into another; such as books, publications, or web pages.
* Create a new text in the target language that reproduces the content and style of the original.
* Ensure that all written translations conform to the original text in terms of technicality and terminology
* Ensure that the context of the language isn’t altered during interpretation
* Edit and proofread texts to accurately reflect the characteristics of the target language
* Liaise with clients to discuss any unclear points
* **Trainer, Etisalat, Cairo**

**(Dec. 2014-Till now)**

* Responsibilities:
* Instruct employees on company policies, systems and routines for handling customer service requests, following prescribed training program.
* Provide training to new and existing employees on technical issues
* Explain service forms and company procedures, using training aids, such as videos and slides.
* Monitor, facilitate and develop training activities for new agents
* Design training programs to improve specific job skills needed to be developed.
* Assess training needs, learning competencies and progress.
* Provide materials for training modules.
* Monitor and record trainees handling customer service calls.
* Discuss problems and suggested techniques for improvement.
* Distribute course evaluation forms to employees and reviewed responses.
* Recommend program enhancements and modified materials as needed based on inputs from training team.
* Administer course evaluation and graded the performance of employees on these evaluations.
* Conduct trainings and workshops based on training needs analysis of departments.
* Create, design, modify and prepare instructional material like videos, power point presentations, charts etc for various training programs.
* **(CSR), Etisalat, Cairo**

**(2011-2014)**

* Responsibilities:
* Deliver prompt and professional solutions for customer inquires via phone, email, online… etc.
* Keeping up to date with all the company's products, services and procedures.
* Provide outstanding and exceptional customer service.
* Directing requests and unresolved issues to the concerned departments.
* Promoting the company’s products, rate plans, promotions and services to customers.
* Maintain and updating customer databases.
* perform customer verification
* communicate and coordinate with internal departments
* Maintain documentation of customer inquiries and responses for future reference.
* Handle dissatisfied customers in a polite and professional fashion.
* Track and follow-up all customer requests in a timely manner.
* Return customer calls in a timely manner to ensure customer satisfaction.
* Achievements:
* Ranked no.1 in Etisalat CEU 2013 final appraisal.
* Managed a high-volume workload within a deadline-driven environment. Resolved an average of 550 inquiries in any given week and consistently met performance benchmarks in all areas (speed, accuracy, volume).
* Became the lead “go-to” person for new reps and particularly challenging calls as one of the company’s top performers.
* Promoted to a CEU advisor in April 2014.
* Loaned to act as a CEU tutor in Nov. 2014.
* Chosen to be an Etisalat trainer in Dec. 2014.
* **(CSR), Etisal Int. Vendor of Etisalat UAE Directory Inquiry Off Shoring Project, Cairo**

**(2010-2011)**

* Responsibilities:
* Answer UAE multinational residents’ inquiries and provide them with any number they want to know inside UAE
* Provide optimal level of customer services to all customers.
* Promote the company’s products, promotions and services to customers.
* handle and resolve customer complaints
* Direct or route customer calls to appropriate personnel for assistance.
* Achievements:
* Being a top performer, I was selected to support the training team to train new comers and low achievers.
* Supported the Quality team.
* Gave refreshment sessions for all the agents.
* **English Teacher, Gaber El-Ansari School, Cairo**

 **(2007- 2010)**

* Responsibilities:
* Help students to understand, speak, read and write in English
* Plan, prepare and deliver lessons to a range of classes and age groups
* Prepare and set tests, examination papers, and exercises
* Mark and provide appropriate feedback on oral and written work
* Implement apt instructional and learning strategies, activities, materials and equipment to ensure students learn and comprehend quickly.
* Design, write and utilize lesson plans conforming to school’s curriculum.
* Ensure lesson plans are modified depending on different student learning styles.
* Design and develop instructional activities using data from student learning style assessments.
* Participate in conferences to establish communication rapport with parents, students, Principal and teachers.
* Develop and maintain professional relationship with colleagues, students, parents and community members
* Achievements:
* My students achieved great results and performed a play in English in front of the whole school
* Encouraged brilliant students to write full articles despite their young age and low achievers to love and enjoy speaking in English
* Selected to train new English teachers after one year only from joining the school; emphasize the importance of classroom control, time management, course planning, and adherence to curriculum

#  Qualifications

* Excellent verbal & written communication skills.
* Fluency in Arabic and English, written and spoken.
* Very fast learning ability.
* The ability to work under pressure for hours with good self control.
* Multitasking and a very good team player.
* Able to prioritize work.
* The ability to translate accurately and in a style appropriate for the subject.
* Self-motivation.
* The ability to meet deadlines.
* A flair for research.
* Discretion and respect for confidentiality.
* The ability to remain neutral and free of bias.

# Skills

###  Computer Skills:

* Microsoft word.
* Microsoft Excel.
* Microsoft Power Point.
* Microsoft Outlook & Outlook express.
* **Languages skills:**
* Fluent in writing, reading and speaking in Arabic.
* Fluent in writing, reading and speaking in English.

# Hobbies

* Surfing the English news websites on the internet like: BBC, Reuters, CNN…etc. It gives me a lot of experience about the language used in the media and enhance my bank of vocabulary.
* Watching the English movies and translating what I hear as practicing and compare my translation to the existing one in order to learn new techniques or terms.

# References

* References are available upon request.