

# MOHAMED EL DAGOR

Riyadh, Saudi Arabia • +966567528462 • malhajj67@gmail.com

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## Business and IT specialist

A customer-focused IT Business Support Specialist with a strong background in technical support and assistance to users across diverse industries. Proficient in comprehensive understanding of IT systems, software and hardware, coupled with excellent communication and problem-solving skills. Committed to delivering superior customer and fostering positive relationships with users to optimize their technology experience

## WORK EXPERIENCE

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**eDreams Travel Agency • 04/2025 - 11/2025**

**Cairo, Egypt**

**Account Manager • Full-time**

- Generating sales for a portfolio of accounts and reach the company's Sales Target.
- Identifying new sales opportunities within existing accounts to retain a client-account manager relationship by up-selling and cross-selling.
- Managing and solving conflicts with clients, and sharing specific information regarding the daily operations of the company and keep the client updated.
- Interact and coordinate with the sales team and other staff members in other departments working on the same account.

**Plamx • 01/2024 - 03/2025**

**Jeddah, Saudi Arabia**

**Software Tester**

- Review and understand software requirements and functional specifications to develop test plans and cases that cover all scenarios.
- Execute test cases (both manual and automated) to verify software functionality, usability, performance, and compatibility.
- Identify, document, and track software defects, inconsistencies, and issues. Use bug-tracking tools to report issues to the development team.
- Interacting with clients to understand product requirements.

**Revivair Healthcare Clinics • 12/2021 - 09/2023**

**Istanbul, Turkey**

**Sales Lead**

- Closing up deals up to 30,000 euros per month.
- Communicating with customers and dealing with them directly.
- Ensuring the goals of the company are to be met.
- Reviewing the team achievements and enhancing their skills.
- Training new candidates understand their required tasks.

**TribeHired • 04/2018 - 01/2019**

**Kuala Lumpur, Malaysia**

**IT Recruiter • Internship**

- Monitor and report on key recruitment metrics, such as time-to-hire, cost-per-hire, and candidate satisfaction, to improve recruitment efficiency.
- Stay updated on trends in the IT industry, including changes in skills, tools, and certifications, to adjust recruitment strategies accordingly.
- Develop and maintain a pipeline of skilled IT candidates for future hiring needs through proactive networking and relationship-building.

## EDUCATION

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### **Bachelors in Computer Science**

University of Greenwich • 09/2016 - 07/2019

London, United Kingdom

Second Class Honours

### **Foundation in Computing**

SEGI University College • GPA: 3.4 • 04/2014 - 09/2016

Kuala Lumpur, Malaysia

## CERTIFICATIONS

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### **Software Testing**

Plamx Cooperation

### **Python**

DATAFLAIR WEB SERVICES PVT.LTD.

## SKILLS

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IT Systems, Software Applications, IT Tools, IT Service Management, Information Technology Infrastructure Library, Documentation Skills, Customer Service, Communication Skills, Adaptability, Problem-Solving,

**Technical Skills:** Python, Java, C++, HTML, CSS, Javascript, SQL, MySQL, PHP, MongoDB, Git, GitHub, Microsoft Office Suite, Visula Studio, Eclipse, Jira, Slack