

# Mohamed Ali

## Data Entry | Mobile Software Troubleshooting

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### PROFILE

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I am a detail-oriented and reliable Data Entry Clerk with years of experience handling and managing large volumes of information accurately. In addition to my data entry background, I also work in smartphone software services, including iPhone and Android software troubleshooting and solutions. I am committed to precision, confidentiality, and continuous learning in both administrative and technical fields.

### EDUCATION

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- **Industrial Diploma Degree** (*graduated in 2013*)  
Computer Technology

### EXPERIENCE

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- **Data Entry Clerk @Second Field Army (Egyptian Armed Forces)** (*01/2015 - 01/2017*)  
Handled classified and operational data entry tasks, ensuring high accuracy and confidentiality in a fast-paced military environment.
- **Data Entry Specialist @T&C Company** (*02/2017 - 09/2019*)  
Entered and maintained customer and operational data using Excel and internal systems. Assisted in generating regular reports for management.
- **Data Entry Clerk @Santos Company** (*01/2019 - 01/2021*)  
Responsible for inputting large volumes of product, sales, and client data. Contributed to data quality checks and database updates.
- **Senior Data Entry Clerk @Al Mostaqbal Elevators Company** (*02/2021 - present*)  
Managing and organizing client, maintenance, and inventory data for elevator installations. Coordinated with technical teams to ensure accurate data flow across departments.
- **Mobile Software Technician** (*2017 - Present*)  
Providing mobile software services including Android flashing, iPhone software support, unlocking, system resets, and general troubleshooting. Worked with a wide range of phone models and systems to help clients resolve software issues.

## SKILLS

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### Technical Skills:

- Microsoft Excel & Word proficiency
- Data entry software
- Basic knowledge of spreadsheets and formulas
- Mobile software troubleshooting (Android & iPhone)
- Flashing, firmware updates, and app installations
- iCloud and Google account solutions
- Backup and restore operations for smartphones

### Soft Skills:

- Fast and accurate typing
- Data verification and cleaning
- Time management and organization
- Attention to detail
- Confidentiality and data security
- Ability to work under pressure

## CERTIFICATES & COURSES

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- **ICDL (International Computer Driving License)**
  - Smouha Academy – Alexandria, Egypt
- **Military Certificate of Proficiency**
  - Issued by the Egyptian Armed Forces – Second Field Army
- **Microsoft Word & Excel Course**
  - Smouha Academy – Alexandria, Egypt

## LANGUAGES

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- Arabic (Native)
- English (B1)