

Mazen Mohamed Abdelfattah

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PROFESSIONAL SUMMARY

Detail-oriented analyst proficient in Python and C++ looking to apply technical expertise within a business-focused environment. Skilled in Business Analysis and CRM management, with a proven ability to translate complex data into actionable reports. Eager to contribute to a forward-thinking team by integrating digital marketing strategies with robust technical problem-solving.

PROFESSIONAL EXPERIENCE

Operations Support Specialist

10/2025 – Present
Cairo, Egypt

Teleperformance

- Orchestrated high-level technical support for retail outlets, ensuring seamless communication between front-end representatives and back-office departments.
- Streamlined internal workflows by resolving complex operational bottlenecks and coordinating cross-departmental solutions.
- Acted as a central liaison to troubleshoot systemic issues, maintaining 100% operational continuity across multiple store locations.

Software Engineering Intern

08/2024 – 09/2024
Cairo, Egypt

IT Sharks

- Developed a robust, high-precision calculation engine using Python, focusing on modular code structure and error handling.
- Implemented complex logic to manage mathematical operations and edge-case scenarios, ensuring 100% computational accuracy.
- Optimized backend logic to improve data processing efficiency and maintainability.

Account Representative

05/2023 – 09/2023
Cairo, Egypt

UPVC - Windows and doors

- Cultivated and maintained long-term client relationships through proactive communication and personalized solution-selling.
- Negotiated complex service agreements and managed the end-to-end client onboarding process to ensure high satisfaction and retention.
- Collaborated with cross-functional teams to align product offerings with client needs, driving brand loyalty and repeat business.

Digital Marketing Intern

08/2022 – 09/2022
Cairo, Egypt

OrbScope

- Curated and deployed high-impact digital content designed to drive organic traffic and foster community growth.
- Monitored market trends and competitor activity to identify opportunities for strategic brand positioning.
- Leveraged analytical tools to generate weekly performance reports, providing actionable insights for campaign refinement.

EDUCATION

Bachelor of Business Information Systems in Information Technology (English section)

09/2021 – 07/2025
Cairo, Egypt

Modern Academy Maadi

SKILLS

Technical & Analytics:

- Advanced Python development
- Business Analysis and E-commerce systems
- Expert command of Microsoft Office (Excel/Data Modeling)
- Technical Research.

Operations & CRM:

- Strategic Customer Relationship Management
- Digital Marketing execution
- High-level Back-Office Liaison between retail and corporate units.

Leadership & Execution:

- Negotiation and Managerial leadership
- Proven track record of Crisis Management
- Cross-functional Teamwork
- Meeting high-stakes deadlines.

Core Competencies:

- Adaptive Learning (Rapid Upskilling)
- Professional English Communication
- Operational Workflow Optimization.