

Ashraf Mahrous Hassanin

Nationality: Egyptian **Marital Status:** Single

Date of Birth: 07/01/1999

Visa Status: Visit Visa

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PROFESSIONAL SUMMARY

Enthusiastic business graduate with a strong academic foundation in accounting and bookkeeping, combined with hands-on experience in administrative support and customer service. Skilled in managing office operations, handling client inquiries, and maintaining accurate financial records. Proficient in MS Office and ERP systems, with strong communication, organizational, and problem-solving abilities.

EDUCATION

Bachelor's Degree in Commerce - English Section

Sep 2023

Kafr El-Sheikh University

Kafr El-Sheikh, Egypt

Major in Accounting and Finance

WORK EXPERIENCE

Customer Service Representative – Vodafone Egypt (Retail Branch)

Cairo, Egypt

Aug 2021 – Sep 2022

- Assisted walk-in customers with inquiries, billing, and service requests
- Handled payments, service activations, and account updates directly at the branch
- Provided professional face-to-face customer support, ensuring high satisfaction and loyalty.
- Managed customer complaints and offered quick, effective solutions

Information and Communication Office – Egyptian Armed Forces

Cairo, Egypt

Executive Administrative Assistant

April 2024 – June 2025

- Handled all Fax operations, Ensuring timely and accurate document exchange.
- Performed administrative duties using Microsoft Office to support daily office operations.
- Prepared documents, reports, and presentations with accuracy and attention to detail.
- Provided general office support, contributing to an organized and efficient workflow within the department.
- Maintained confidentiality and handled sensitive information with professionalism.

CERTIFICATES

Odoo ERP v18 Implementation Course

Udemy – July 2025

- Completed a comprehensive course covering full Odoo ERP implementation.
- hands-on with core modules including (Accounting, Inventory, Sales, Purchases and CRM)
- Gained practical knowledge in configuring, customizing, and managing Odoo modules to suit business needs.
- Built a strong understanding of ERP workflows and how to apply them in real-world business environments.

Intuit Academy Bookkeeping Professional Certificate

Coursera (Intuit) – June 2025

- Mastered the full accounting cycle: journal entries, ledgers, bank reconciliations, and preparation of financial statements (income statement, balance sheet, cash flows).
- Developed proficiency in interpreting and analyzing financial statements to support business decisions.

Technical Skills

- **Microsoft Excel:** Advanced user with experience in PivotTables, VLOOKUP, XLOOKUP, IF formulas, COUNTIF, SUMIFS, Data Validation, Conditional Formatting, and dashboard creation.
- **ERP Systems:** Hands-on experience with Odoo ERP (Accounting, Sales, Purchases, Inventory), and basic use of QuickBooks and Tally Prime.
- **Administration:** Document preparation, record management, scheduling, office support.
- **Bookkeeping:** Skilled in journal entries, trial balance, general ledger, bank reconciliation, adjusting entries and preparing financial statements.
- Telephone & Email Etiquette - Communication Skills - Customer Service - Problem Solving – Quick Learner

LANGUAGES

- **Arabic:** (Native)
- **English:** Intermediate (B2 – Reading & Writing)