

# Mohamed Ramadan Yassin

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## Professional Summary

Detail-oriented Customer Service and Administration professional with strong analytical and technical skills, supported by a Bachelor's degree in Biomedical Engineering. Experienced in managing customer inquiries, processing service requests, maintaining precise documentation, and ensuring smooth service operations in fast-paced environments. Adept at problem-solving, data interpretation, and delivering clear communication in both English and Arabic. Proficient in Microsoft Office applications and committed to providing high-quality service while contributing to team performance and continuous improvement.

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## Business Experience

**Maggie Medical Company - Cairo, Egypt.**

**2024 – 2025**

*Customer Support & Service Coordinator*

- timely and accurate processing of tasks.
- Provided clear communication and support to clients regarding service steps, schedules, and follow-ups.
- Maintained detailed records, reports, and documentation to support internal operations and customer satisfaction.
- Collaborated with cross-functional teams to ensure smooth workflow and positive customer experience.

**Medical Equipment Calibration Lab - Cairo, Egypt.**

**2023 – 2024**

*Administrative & Data Support Assistant*

- Analyzed data, prepared documentation, and ensured accuracy of records for testing and quality processes.
- Responded to basic inquiries from clients regarding reports, service timelines, and documentation status.
- Supported continuous improvement by identifying areas for process optimization.

**Aswan Military Hospital - Aswan, Egypt.**

**(Military Service) 2022 – 2023**

*Operations & Administration Assistant*

- Managed equipment usage logs, documentation, and routine operational records.
- Communicated with departments to coordinate scheduled tasks and ensure service continuity.
- Assisted in resolving routine queries from staff by providing clear information and support.

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## Education

### **Bachelor's Degree in Biomedical Engineering**

Helwan University – *Cairo, Egypt.*

Sep 2016- May 2021

Accumulative Grade: Very Good

### **Graduation project: Augmented reality in medical applications.**

Project Grade: Excellent

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## Professional strengths include:

A strong blend of customer service, administrative coordination, and analytical abilities, supported by excellent communication in English and Arabic. Skilled in managing customer requests, maintaining accurate documentation, organizing tasks efficiently, and collaborating effectively within team environments. Highly proficient in Microsoft Office applications, with strong attention to detail, digital literacy, and a proactive approach to problem-solving.

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## Certifications

**Data Analysis Challenger Track – Udacity (2020)**

**Biomedical Equipment: Maintenance & Principles – edX (2023)**

**Siemens Healthineers Internship – Support & Operational Exposure (2019)**

**LAP Laser Germany – Technical Training (2025)**

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## Languages

**Arabic:** Native

**English:** Full Professional Proficiency

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## References

Available upon request