

السلام عليكم ,,,,,,  
معكم م. محمد قطوم ( مهندس معماري ) من رفح قرأت اعلانكم عن حاجتكم لموظفين خدمة عملاء لشركتكم . يسعدني ابلاغكم أن لدي خبرة واسعة في عالم خدمة العملاء خاصة واني عملت كبائع على منصة امازون وعلى منصة ايباي لأكثر من اربع سنوات وتعاملت مع اكثر من ١٠ الاف عميل اتصال وكتابة وايضا اتحدث بشكل مستمر مع خدمة العملاء الخاصة بمنصة امازون وايباي وغيرها من المنصات وبالتالي تكونت عندي خبرة احترافية في كيفية التعامل مع العملاء وايضا استطيع مساعدتكم في تقديم خدمة عملاء باللغة الإنجليزية وبشكل ممتاز ان احتجتم خاصة واني امتلك خبرة بها.

ال CV مرفق بالأسفل ولكن جميع خبرتي فيها في عالم الهندسة المعمارية وبالتالي لا استطيع كتابة خبراتي فيها نظرا لانه عمل الكتروني اون لاين وغير متعلق بالهندسة لذلك أحببت التنويه في البداية .

أتطلع للسمع منكم

أطيب التحيات,,

م. محمد قطوم

0598701868

[@gmail.com](mailto:mohammdktom@gmail.com)

# CURRICULUM VITAE

## I. PERSONAL DATA

|               |                                                     |        |                       |
|---------------|-----------------------------------------------------|--------|-----------------------|
| Name          | Mohammed A.A. Qatoum                                |        |                       |
| Date of Birth | Aug 13 <sup>th</sup> , 1994                         |        |                       |
| Sex           | Male                                                |        |                       |
| Nationality   | Palestinian                                         |        |                       |
| Address       | Current Address: Rafah city, Gaza Strip, Palestine. |        |                       |
| Mobile No.:   | 0097 (0) 598 701868                                 |        |                       |
| Tel. No.:     | 0097 (0) 8 2136143                                  | E-Mail | mohammdktom@gmail.com |

## II. EDUCATIONAL RECORD

### Degree:

**B.Sc. in (Architectural Engineering)**, Islamic University of Gaza – Palestine,  
May 2019 (80.47%),

**General Secondary Certificate (Science)**, Sohada Rafah (Rafah) – Palestine,  
July 2012 (90.4%).

## III. PROFESSIONAL EXPERIENCE *(from oldest position to latest one)*

|                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |  |  |
|------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|
| Period           | Aug 2017 to June 2019                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |  |  |
| Employer         | Eiffel Company for Contracting and General Trade                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |  |  |
| Title            | Site Engineer                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  |  |
| Tasks and Duties | <ul style="list-style-type: none"><li>• Project of constructing 8 building in AL-Amal City , Al-Zahraa - Gaza (Aug 2017 – Dec 2018)</li><li>• project of constructing Alfokary School – Rafah ( Jan 2019 – Mar 2019)</li><li>• project of constructing Al-Aqsa University Conference ( Mar 2019 – Jun 2019)</li><li>• Monitor the progress of the site</li><li>• Follow up on the implementation and receipt of the works executed on the site.</li><li>• Calculating the quantities of works executed and not yet executed</li><li>• Preparing the daily report periodically</li><li>• Supervision and follow-up with workers during the implementation of the work.</li><li>• Communicate periodically with the project manager and prepare the necessary reports for him.</li><li>• Request the materials necessary for the workflow and prepare a list of the work to be carried out periodically.</li><li>• Follow up and receive the quantities of materials and equipment that are supplied to the site.</li><li>• Supervising the finishing works such as tiles, plastering, painting, etc., and receiving them in a preliminary manner.</li><li>• Preparing a shop drawing for some works.</li><li>• Participation in some decisions related to the progress of work.</li><li>• Ensure that the implemented items conform to the specifications.</li></ul> |  |  |
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|-------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Period</b>           | <b>Jun 2019 to Sep 2019</b>                                                                                                                                                                                                                                                                                                            |
| <b>Employer</b>         | <b>Al-Nasr Municipality – East Rafah</b>                                                                                                                                                                                                                                                                                               |
| <b>Title</b>            | <b>Architect</b>                                                                                                                                                                                                                                                                                                                       |
| <b>Tasks and Duties</b> | <ul style="list-style-type: none"> <li>• Created printed and modified drawings in AutoCAD.</li> <li>• Worked Closely with City personnel in development.</li> <li>• Interpretation of city and development policies and conferred with legal advisors and city officials reading management problem.</li> <li>• Work on GIS</li> </ul> |

  

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|-------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Period</b>           | <b>Sep 2019 – Dec 2019</b>                                                                                                                                                                                                                                                                                                                                 |
| <b>Employer</b>         | <b>Eiffel Company for Contracting and General Trade</b>                                                                                                                                                                                                                                                                                                    |
| <b>Title</b>            | <b>Site Engineer</b>                                                                                                                                                                                                                                                                                                                                       |
| <b>Tasks and Duties</b> | <ul style="list-style-type: none"> <li>➤ <b>project of constructing Al-Aqsa University Conference (Sep 2019 – Dec 2019)</b></li> <li>• Ensure that work is implement according to plans.</li> <li>• Reviewing architectural details and supervising implementation.</li> <li>• Follow up the work with the owner and check any required change.</li> </ul> |

  

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| <b>Period</b>           | <b>Jan 2020 – Oct 2022</b>                                                                                                                                                                                                                                                                                                                                                           |
| <b>Employer</b>         | <b>Eiffel Company for Contractor and General Trade</b>                                                                                                                                                                                                                                                                                                                               |
| <b>Title</b>            | <b>Office Engineer</b>                                                                                                                                                                                                                                                                                                                                                               |
| <b>Tasks and Duties</b> | <ul style="list-style-type: none"> <li>• Prepare shop drawings and details .</li> <li>• Prepare As built drawing.</li> <li>• Calculate the quantities of materials for the projects.</li> <li>• Create 3D model with all details.</li> <li>• Maintained excellent attendance record , consistently arriving to work on time.</li> <li>• Prepare daily and monthly reports</li> </ul> |

#### **IV. Management & Psychosocial Capacity Building Training Courses.**

- I have joined the management of the Architectural organization (Islamic University of Gaza)
- I have received a training course in "communication skills" in Ebdaa Center.
- I have received a training course in "Project Management" at Ebdaa Center.
- I have participated in a training course in "Auto Cad 2D Drawing" online for 25 hours.
- I have participated in a training course in "Sketch Up" online for 35 hours.
- I have participated in a training course in "3D MAX" online for 30 hours.
- I have participated in a training course in " Preparing drawings " online for 40 hours.

#### **V. COMPUTER EXPERIENCE & SKILLS**

**Software:** Microsoft Office Package (Word, Excel, and PowerPoint), AutoCAD, Sketch Up, 3DmaxS , Lumion , Photoshop.

**Internet:** very good user of internet applications.

#### **VI. LANGUAGES**

**Arabic** is a native language: Excellent writing, reading, presentation, and conversation skills.

**English** is the second language: good writing and reading skills.

## VII. REFERENCES

| <u>Full Name</u>    | <u>Address</u>                                     | <u>Business or Occupation</u>                                      | <u>Mobile No.</u> |
|---------------------|----------------------------------------------------|--------------------------------------------------------------------|-------------------|
| Eng. Ashraf Qandeel | Eiffel company for contacting<br>and general trade | The owner of Eiffel company<br>for contacting and general<br>trade | 0599605800        |
| Dr, Farid Alqeeq    | Gaza University                                    | Teacher.                                                           | 0598 929607       |

Signature:

*Mohammed Qatoun*

Date: NOV. 2022