

Holds a Bachelor of Tourism & Hotels and has about 15 years experience working in E-commerce online, banking, Customer Service, Call Center, Complain.

PERSONAL DATA

Nationality : Egyptian
Birth Date : 30/04/1981
Gender : Male
Marital Status : Married
Residence : Cairo

EDUCATION

: Bachelor of Tourism & Hotels, Cairo University, 2005

LANGUAGES

Arabic : Native Language
English : Fluent

COMPUTER SKILLS

: Windows, MS Office, Internet
: Banking systems: LION Baking, Single Account Verification software
: Trading systems: clams software, vision plus, Finn one system, TWS Horizon, Trade Net, AS400 Equator, NIN Software for Issuing Investor numbers, Back office System and Zen desk Souq.com; Fresh Desk & ARP System, Jira service desk, pladform, avaya system, CRM system

TRAINING COURSES AND CERTIFICATIONS

: Telephone Skills and Bank product knowledge.
: Leadership of Customer Service.
: Team building.
: Developing Personal Assertiveness.
: Customer Service Skills.
: Effective Supervisory and Managerial Skills.
: Problem Solving and Decision Making.
: Selling over the Telephone.
: Time Management.
: Managing Risks in Auto and Personal Finance Products.

CHRONOLOGICAL EXPERIENCE RECORD

Dates : From Feb. 2018 till Jan. 2019
Employer : TPconnects Technologies - Business Village, Dubai, U.A.E.
Job title : Customer Service Manager
Job Description :

- Accomplish customer service human resource objectives by recruiting, selecting, orienting, training, assigning, scheduling, coaching, counseling, and disciplining employees; communicating job expectations; planning, monitoring, appraising, and reviewing job contributions; planning and reviewing compensation actions; enforcing policies and procedures.
- Improve customer service quality results by studying, evaluating, and re-designing processes; establishing and communicating service metrics; monitoring and analyzing results; implementing changes.
- Responsible for creating Customer Experience Audits for new products (pre and post launch).
- Setup call center software (ASWAT TELECOM).
- Decide where contact centre should be located.
- Choose technology that matches business needs.
- Hiring and Training Call Center Agents.
- Motivating and Engaging Call Center Agents.
- Leveraging Technology to Improve Call Center Operations.
- Call Center Metrics for Success.
- Coach the team.
- Handle complex and escalated customer service issues.

Dates : From May 2016 till Jan. 2018
Employer : Al Baddad International - Techno Park Free Zone, Dubai, U.A.E.
Job title : Customer Service Manager
Job Description :

- Providing help and advice to customers using using knowledge of organization's products or services.
- Communicating courteously with customers by telephone, email, letter and face to face.
- Investigating and solving customers' problems, which may be complex or long-standing problems that have been passed on by customer service assistants.
- Handling customer complaints.
- Processing refunds or compensations to customers in line with Company's policy.
- Selling products and implementing sales plans & supervising.
- Analyzing statistics or other data to determine the level of customer service your organization is providing and according analyzes and planning to improve current level.
- Writing reports analyzing the customer service that your organization provides.
- Weekly product and market knowledge training for team.
- Developing feedback or complaints procedures for customers to use.
- Improving customer service procedures, policies and standards for your organization or department.
- Meeting with other managers to discuss possible improvements to

- customer service; being involved in staff recruitment and appraisals.
- Training staff with essential skills to deliver a high standard of customer service.
- Leading a team of customer service staff.
- Learning about organization's products or services and keeping up to date with changes.

Dates : From Feb. 2014 till Mar. 2016

Employer : Sell Any Car. Com - Dubai, United Arab Emirates

Job title : Customer Experience Manager

Job Description :

- Building great customer service.
- Hiring customer services team.
- Setup customer services software.
- Developing plan, conducting variance analyses, processing call center project financial plans.
- Preparing status report and traffic reports.
- Review customer complaints.
- Track customer complaint resolution.
- Handle complex and escalated customer service issues.
- Monitor accuracy of reporting and data base information.
- Identify and implement strategies to improve quality of service, productivity and profitability.
- Training team on Customer service, soft communication skills, negotiation.
- Preparing KPI's according to the world-class standards.
- Adjusting "real time" to fluctuations in volume, handle time, adherence, etc.
- Identifying pitfalls and correcting them for a high ROI.
- Inbound phone service as well as inbound phone service metrics.
- Recruiting, hiring, training skills and knowledge verification.
- Create charts and graphs for business planning for Customer Service department.
- Managing elements of forecasting, staffing and scheduling.
- Ensure the necessary resources and tools are available for quality customer service delivery.

Dates : From Jun. 2009 till Jan. 2014

Employer : Souq Group, Dubai - United Arab Emirates

Job title : Call Center Supervisor

Job Description :

- Leading the Customer Services Team for the UAE including managing the Contact Centre with over 90 team members for the largest E-commerce organization in the Middle East, across all key areas of Strategy, People and Processes, Technology, end-to-end Customer Engagement and Experience, Order Management, Delivery, Logistics and Supply Chain, Training and Quality, Daily Operations, Service Levels, and Channel Partner Relationships such as leading telecom operators like Du.
- In addition to heading the UAE Team – reporting directly to the Regional Customer Services Director – I lead on key strategic Customer Services projects for SOUQ.com across the region for all change management

roll-outs including new systems, processes, service metrics, infrastructure, product and content and quality and training initiatives.

- Direct reports include two supervisors, eight team leaders, and one QA and Training Lead, also have direct financial reporting responsibilities, budget and operational planning, and managing top key regional roll-out and projects.
- In-depth expert knowledge of end-to-end E-Commerce operations, processes, systems (including ERP, PABX/ACD, IVR, Back-office Data systems).
- Achieved Employee of the Month and other recognition's and training across Customer Care and E-Commerce.

Dates : From Mar. 2007 till Feb. 2009
Employer : Union National Bank, Dubai - United Arab Emirates
Job title : Customer Relationship Manager
Job Description :

- Responsible for the overall leadership, sales force, service, compliance, operation and financial goals.
- Responsible for driving branch performance results with a strong individual sales performance and through direction, leadership, and execution of superior service and sales behaviors and activities by the entire team in order to meet/exceed 100% of branch sales goals.
- Assist and backup branch manager in term of sales and service & daily activities.
- Ensure customer satisfaction, error free transaction by supporting & overseeing the activities of the frontline staff.
- Assist the relationship officers to achieve their targets and contribute toward overall business goals by referring business.
- Responsible for making sure that the work flows run smoothly and all positions are covered during vacation periods.
- Support employee growth by Schedule and supervise orientation for new branch employees, Update employees regularly on new product knowledge, Identify in writing annually training needed for individual employees, Actively work to increase personal skills and knowledge and Discuss performance with each branch employee.
- Conduct outside sales efforts, as required, to bring in new primary relationships, while also maintaining and expanding existing personal and business banking relationships.
- Ensure compliance with internal controls, operational procedures and risk management policies.

Dates : From Dec. 2005 till Mar. 2007
Employer : QATER NATIONAL BANK
Job title : Sales Product - Team Leader
Job Description :

- Providing to individual customers full and brief information of all current products like all types of existing loans, credit cards, investments and accounts, assisting existing clients with their bank needs.
- Maintaining the business relationships with corporate clients by telephone. □
- Demonstration of the product to the customer; to create a vision of the product as needful for the client.

- Convincing the customer: explain the benefits of our product & how much he/she will gain from this product. □
- Follow up the status of pending applications with the Credit Centre.

Dates : From Jun. 2004 till May 2005
Employer : BARCLAYS BANK, Cairo
Job title : Sales Officer branch