

TAREK BADR

Qatar -Doha resident

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PROFILE:

Accomplished customer care and operation professional with many years of distinguished performance in different industries.

Across three countries USA, Egypt and Qatar, Exceeding company's targets whether sales or customer loyalty metric.

Proactive and tactical planner with the ability of getting things done.

Expert in customer segmentation, life cycle and diversity. Very good knowledge with the major customer satisfaction and loyalty measures and matrix.

PROFESSIONAL EXPERIENCE

AK Holding - Doha, Qatar

Porta cabin factory

After sales and sales manager 2/2021- present

- Assigning tasks daily to sales team members of the factory, ensuring efficiency and productivity
- Conduct business reviews to maintain customer relations and increase revenue
- Developing and implementing strategies to improve sales process and reduce costs
- Ensuring that production goals and deadlines are met.
- Checking on quality standards and making sure they're maintained.
- Prepare weekly and monthly reviews for top management

Global Istanbul UPVC - Doha, Qatar

Luxury windows and doors

Customer service & CRM manager 1/2019- present

- Measure customer loyalty and NPS and report monthly
- Work on implementing company strategies to improve customer experience
- Implementing company's sales strategies to maximize revenue
- Overseeing CRM performance and reporting
- Meeting customers on site for further face to face feedback
- Handling progressive customer satisfaction reports as directed

New Image Gulf States - Doha, Qatar

Facility management company

Customer care manager 1/2017- 1/2019

- Managing the customer care team, assigning duties to serve our customer in Qatar and in the United states
- Audit team tickets and actions on the system to assure accuracy and compliance with the company's policies and procedure
- Train the team on new tasks or projects as required
- Handling complaints and problems received from internal or external clients and report to top management
- Creating work schedules to manage serving two different time zones (Qatar & USA)
- Covering up to help the team in case of emergencies or unexpected work load
- Planning headcount to serve customer base using the assigned budget

VODAFONE Qatar

VIP and high value supervisor

5/2014- 9/2017

- Leading the customer care VIP team in Doha, assigning tasks to deliver the best customer experience
- Handling VIP escalations/requests from different departments, work on resolution and report back on progress or final closure
- Managing team performance, spot checking and auditing on team actions and call handling
- Identifying training needs and knowledge gaps, then conducting training sessions to address these needs and close gaps
- Handling calls or different tasks to support the team in case of high work load

Customer care Quality assurance supervisor 6/2011 – 5/2014

- Leading a team that audit VF-QA customer interactions across different channels
- Setting standards for VF-QA customer interactions to achieve best customer experience and guide offshore accordingly
- Monitoring off shore interactions in different sites
- Design reports to present performance for different sites and work on creating action plans to improve performance
- Analyzing QA reports for offshore and onshore to spot gaps and opportunities

VODAFONE Egypt (Vodafone international services)

International Accounts Customer care Senior Supervisor

2/2009-6/2011

- Leads a team to provide a VF standard international customer service to offshore customers
- Performing different tasks across the operation as delegated from the operation manager

International Accounts Customer care Supervisor

2/2008-2/2010

- Leads a team maintaining high quality performance to ensure a world class customer service.
- Handling various tasks as directed by management team.
- Real time manager task (Managing the queue for the Australian account in one day to achieve the agreed upon service level)

PASTOSA FOOD CO. NEW YORK, USA 02/2003-6/2005

Production coordinator

- Receive and consolidate the stores orders.
- Preparing a needs plan for next level management.

ETOILE DESIGN CO., CAIRO, EGYPT

12/2001 – 11/2003

Sub. Of: OLYMPIC GROUP

Senior Accountant

- Interim weekly and monthly reporting as directed by management
- Billing and tax calculating.
- Performing bank transaction, maintaining the proper records, doing bank reconciliation to match balance
- Assist in the preparation of the year-end financial statements.

Certificates

- **ICSA (International Customer Service Association)**
- **AT&T customer service certified**
- **BlackBerry Certified Support Associate**
- **CIAC (Call Centre Industry Advisory Council) 2 parts done**

EDUCATION

Sit for the CPA (Certified Public Accountant) exam in May 2001, 2002.
(California Board of Accountancy), California, USA

2000- Bachelor of commerce (Accounting Major)
Ain shams University-Cairo, Egypt

COMPUTER & LANGUAGE

- CRM (Customer relationship management) applications
- CAFM (Computer aided facility management system)
- Word, Excel (Professional) & PowerPoint
- Excellent English spoken and written.