

KARIM MOHAMED ELTAYEB

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Location: Dubai, UAE (Transferable/Employment Visa) available to join immediately

Key Attributes:

An astute performer with over 10+ years of experience in the areas of Strategy and Growth, Contact Center, Customer Services, Customer Care, Operations, Recruitment, Banking, CRM Manager, Car Auctions, Customer Engagement, Team Coordination & Client Servicing, Staff Training & Mentoring with an extensive background in executing projects with various leading organizations namely Amazon, Sellanycar.com, Union National Bank. (UAE) and Qatar National Bank (Doha, Qatar) Al-Albaddad International (UAE), Proficient in achieving service standards for business excellence; possess a proactive attitude and demonstrated abilities in cementing healthy relationships with clients and rendering effective service. Exceptional communication, interpersonal, administrative, problem solving and leadership skills. Thrive in work situations requiring an ability to manage multiple and concurrent responsibilities. Excel in both independent and team work environments. Specialties: Effective Communication, the ability to make up myself with the surroundings and thinking analytically Willing to relocate: Anywhere

Education :



1999-2005 Egyptian Higher Institute for Hotels & Tourism
Bachelor of Tourism & Hospitality

Professional Experience :

July 2021 to Present

CashForCars - Dubai

Position: **Customer Services & CRM - Manager**

CASH FOR cars.ae

- Managing a team that monitoring customer satisfaction, improving customer service, interacting with customers, promoting the company's products and services and reviewing customer evaluation.
- monitoring company performance against service level agreements and flagging potential issues, passing leads to the sales team and following up on progress, liaising with internal departments to ensure client needs are fulfilled effectively.
- Communicating courteously with customers by telephone, email, letter and face to face
- Restructured call center to ensure the Availability of the essential teams (Quality, workforce, Engagement, and BackOffice).
- Developing recognition programs and improving overall performance and level of quality.
- I am dealing with all VVP- Sheikh Clients & handling all the branches face to face.
- Manage Customer services staff, Team leaders, and trainers to achieve operational excellent.
- Sets and manages the achievement of performance targets for speed efficiency and quality to ensure client are addressed.
- Develops and implements a call monitoring framework to improve quality of customer services and minimize errors while tracking operative performance ensuring proper reports are being shared with plans to management.
- Implementing customer retention measures according to company CRM strategy.
- Handle complex and escalated customer service issues.
- Hire and train new customer service Team.
- Ensuring people development in the department (Agents, supervisors, team leaders, support function).

February 2018 to July2021

TPconnects Technologies - Dubai

Position: **Customer Services & Operations Manager**



- 4+ years' experience in a B2B Account Management, Relationship Management or Customer Success
- Assisting in onboarding of customers to our self-service buying platform
- Manage and motivate the representatives to ensure a high standard of service
- Manage customer and other external inquiries
- Providing help / advice to customers, based on knowledge of Organization's products or services.
- Resolution of customer complaints as well as managing and organizing special requests.

- Hiring and training of new staff.
- Create better, more efficient solutions to improve customer interaction and handling of queries.
- Communicating professionally with customers by face to face, telephone, email and in person.
- Maintaining positive relationships with vendors of direct travel, such as" car rentals, hotels, & airlines

May 2016 to February 2018

Al Baddad International - Dubai

Position: **After Sales Service Manager**



- Maintain contact with clients to obtain customer feedback regarding product/service quality.
- Build and establish good work relationship with clients to facilitate increased patronage
- Communicating courteously with customers by telephone, email, letter and face to face
- Communicating courteously with customers by telephone, email, letter and face to face.
- Maintain contact with clients to obtain customer feedback regarding product/service quality.
- Assist clients in resolving issues and complaints concerning purchased products or services.
- Monitor contract details to notify clients of pending expiration and help process renewal..
- Direct and coordinate the customer service operation of a team to ensure clients are tended appropriately in line with set customer service standards.
- Regular management meetings with other departments to ensure cross divisional communication.

February 2014 to May 2016

Sell Any Car.Com - Dubai

Industry: E-Commerce

Position: **Customer Experience Manager/ Call Centre Manager**



- Developing plan, a team of agents (in-house or outsourced) to answer calls/ handle customer inquiries/ route calls to appropriate department/ document all call information according to standard operating procedures
- Build a great customer service experience.
- Setup customer services software.
- Train the team on Customer service; soft communication skills & negotiation.
- Prepare status report and traffic reports.
- Track customer complaint resolution.
- Preparing KPI's according to industry standards.
- Create reports for future business planning for Customer Service department.
- Handle complex and escalated customer service issues.
- Adjust "real time" of fluctuations in volume, handle time & adherence.

June 2009 to January 2014

Amazon.souq.com- Dubai

Industry: E-Commerce

Position: **Call Center Supervisor**



- Lead the Customer Services UAE Team managing the Contact Centre with over 95 team members for the largest E-commerce organization in the Middle East, across all key areas of Strategy, People & Processes, Technology, end-to-end Customer Engagement and Experience, Order Management, Delivery, Logistics and Supply Chain, Training & Quality, Daily Operations, Service Levels, and Channel Partner Relationships.
- Successfully achieved Employee of the Month and other recognition and training across Customer Care and E- Commerce division.
- Handle all consumer protection complaint.
- Defines goals and key performance indicators for each member of the team and ensures effective implementation of the performance management process
- Develops talent within the team by providing guidance, mentoring and coaching to achieve the defined goals
- Drives a culture of feedback and coaching in the Business Unit/ Department by providing feedback on an ongoing basis, identifying development needs and coaching the employees on the areas of improvement

March 2007 to February 2009

Union National Bank - Dubai

Industry: Banking

Position: **Customer Relationship Manager**



December 2005 to March 2007

Qatar National Bank -Qatar

Industry: Banking

Position: **Sales Product-Team Leader**



Jun 2004 to December 2007

Barclays Bank -Egypt

Industry: Banking

Position: **Sales Officer Branch**



Languages: Arabic - Native
 English - Fluent

Skills and Expertise :

- Communications and time Management.
- Excellent organizational and interpersonal skills.
- Customer relationship Management.
- Problem Solving
- Strong leadership skills.
- Strong knowledgeable about the Customer Experience & Customer Relationship.
- Strong planning and execution
- Strong service delivery and stakeholder engagement
- Leadership skills
- Performance management
- Project Management
- Negotiation
- Analytical Skills

Additional skills:

- Jira System.
- CRM System.
- Back – Office.
- ARP System.
- Avaya Technology.