



Contact Details:

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Personal Details:

- Gender, Male.
- Nationality: Egyptian.
- QID: 29081803691.
- Driving: Qatari driving license.

Good Communication skills

I have received several awards for my outstanding communication skills, including recognition for providing exceptional patient education and counseling.

Hard-Working

I obtained many certificates annually during my period of work as the best Performance in the Alternative Channels Department.

Hussein Abdelwahab CRM & Contact Center Manager

I am self-motivated, ambitious and eager to learn. I am a responsible individual with strong communication skills and work ethics besides being creative, focused and highly determined. I am willing to take responsibility and work independently. At the same time, I can work well in teams. Looking for both personal and professional growth makes me capable of working confidently under pressure. Being bilingual gives me the chance to function efficiently in both English and Arabic.

Education

Faculty of Commerce
2007: 2011

Business administration
Helwan University

Courses

- April 2011 attended Professional Accountant Diploma (PAD).
- Mai 2011 attended Peachtree and Quick Books program
- Acquired International Computer Driving License (ICDL) in c by International British Institute (IBI)
- Acquired Training Course of English conversation in 2013 by Euro. Language Institute.
- Participate in Financial markets course by Real soft.
- In march 2015 complete the QIB operational risk management
- Attended Career Excellence workshop at Qatar University.
- On December 2019 Attended Anti-Money Laundering course.

Work Experience

CRM & Contact Center Manager, Elite Motors (Chery) Company
From, 2023,07: Now.

Duties

- Installing CRM and CallCenter Department in elite Motors.
- Hire and onboard new customer service employees.
- Collecting and analyzing customer data.
- Using CRM systems to manage relationships.
- Developing new ways to meet customers' needs.
- Handling customer complaints.
- Overseeing the interactions between customers and key team members.
- Creating and executing retention campaigns
- Developing marketing campaigns to attract new customers
- Manage daily workflow within the Contact center department.
- Create and track customer service goals.
- Supervise a team of customer service representatives.
- Document all interactions with clients.
- Respond to customer inquiries on a regular basis.
- Receive and implement customer feedback to improve the service.
- Manage daily progress in meeting important business metrics.
- Generate detailed reports on customer interactions.
- Provide additional upskilling or learning opportunities for team members.
- Oversee the budget for the customer service department.
- Collaborating with sales, marketing, customer service and operations teams to improve the customer experience.

Personal Skills:

- Presentation and organization.
- Work in the field of public relations in a creative, dynamic and innovative way.
- Courage, endurance and leadership abilities.
- Skill and experience in the task of simplifying.
- The ability to treat people and elegantly convince them.
- Ability to innovate.

Languages:

Arabic: Native language.

English: Very Good Command of written& spoke.

Contact Center Senior Supervisor, Qatar Islamic Bank From, 2019,11: 2023,07

Duties

- Measure performance with key metrics.
- Ensure adherence to policies for attendance, established etc.
- Keep management informed on issues and problems.
- Prepare monthly/annual results and performance reports.
- Develop and implement customer service policies and procedure.
- Manage the team of customer service representatives and call center agents.
- Monitor customer interactions to ensure quality standards are met
- Handle escalated customer complaints and issues
- Analyze data and trends to improve customer service strategies
- Collaborate with other departments to enhance the overall customer experience

Contact Center Supervisor, Qatar Islamic Bank From, 2017,06: 2019,11

Duties

- Assist in the formulation of targets for individuals and teams.
- Hire and onboard new employees.
- Answer questions from staff and provide guidance and feedback.
- Anticipate escalation and take over calls when needed.
- Devise ways to optimize procedures and keep staff motivated.
- Measure performance with key metrics.
- Ensure adherence to policies for attendance, established etc.
- Keep management informed on issues and problems.
- Prepare monthly/annual results and performance reports.
- Handle the angry customer and fix their problem.
- Manage the floor.
- Apply the suggestion for the administration to development the department.
- Contact with the IT team and arrange with them once we have any issue.

Contact Center Representative, Qatar Islamic Bank From, 2014,06: 2017,06

Duties

- Take customer calls and provide accurate, satisfactory answers to their queries.
- De-escalate situations involving dissatisfied customers, offering patient assistance.
- Call customers to inform them about new products, services and policies
- Guide callers through troubleshooting.
- Review customer or client accounts, providing updates and information about balance, apply any related request and other account inquiries.
- Collaborate with other call center professionals to improve customer service
- Help to train new employees and inform them about the customer management policies.