

Khaled Aly

Doha, DAW

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Experienced public relations professional with a proven track record of over 16 years in fostering strong relationships across diverse sectors in Saudi Arabia, Egypt, and Qatar. Skilled in customer service management, team leadership, and operational efficiency. Committed to delivering exceptional results in multicultural environments through effective communication and strategic problem-solving.

Willing to relocate: Anywhere

Work Experience

Call Center Supervisor

Rayhan Medical Complex-Doha

June 2024 to Present

- Supervised and managed a team of call center agents, ensuring adherence to performance metrics and service standards.
- Monitored call center operations to optimize efficiency and enhance customer satisfaction.
- Handled escalated customer inquiries and complaints, ensuring timely and effective resolutions.
- Conducted regular performance evaluations, providing coaching and feedback to enhance team performance.
- Implemented call center policies and procedures to improve service delivery and productivity.
- Managed scheduling, training, and development initiatives for call center staff.
- Collaborated with other departments to streamline processes and enhance the overall patient experience.
- Utilized call center software and CRM systems, including Insta-HMS, to track performance metrics, monitor service levels, and manage agent booking appointments effectively.

Customer service agent

Marakez Facility Management-Doha

February 2023 to May 2024

- Specialized in receiving maintenance calls from tenants regarding issues in their flats, ensuring prompt logging and resolution.
- Handled inquiries from tenants and landlords about cooling invoices and facilitated timely payments.
- Provided exceptional customer service through effective communication via phone, email, and in-person interactions.
- Maintained accurate records of all customer interactions and transactions using CRM software.
- Collaborated closely with maintenance and finance teams to coordinate solutions and ensure customer satisfaction.
- Contributed to the enhancement of customer service.

Customer Service Supervisor

Tasqeef for Waterproofing-Doha

February 2019 to January 2023

- Supervised and trained customer service team to ensure high-quality service delivery.
- Managed customer inquiries and resolved complaints efficiently, ensuring customer satisfaction.

- Developed and implemented customer service policies and procedures to improve workflow and service standards.
- Monitored and evaluated team performance, providing feedback and coaching to enhance skills and productivity.
- Utilized CRM software to track customer interactions, manage records, and generate performance reports.
- Coordinated with other departments to address customer needs and ensure seamless service.
- Conducted regular team meetings to discuss updates, share best practices, and address any challenges.

Authorized Partner

QPAY-Doha

January 2017 to January 2019

- Identify and target SMEs in need of payroll account solutions.
- Educate prospective clients on the benefits of open payroll accounts.
- Conduct sales presentations and demonstrations.
- Customize solutions to meet client needs.
- Guide clients through the account setup process.
- Collaborate with internal teams to address client inquiries.
- Build and maintain strong client relationships.
- Monitor market trends and competitor activities.
- Achieve sales targets and KPIs.
- Maintain accurate sales records using CRM software

Senior Customer Service Representative

First Finance Company-Doha, QA

October 2013 to January 2017

Qatar

- Respond to incoming calls, emails and other message from customers and give them the right answers and directions
- Give accurate direction and support to team leaders to facilitate successful completion of organization's targets and performance goals
- Carefully identify problems that might arise from operations with the use of ethical procedures and professional judgment
- Make use of proven business techniques in the identification of lapses and loop holes in the organization's customer service department and recommend better strategies that will yield better results
- Use expertise to build strong healthy relationships with clients, convince them of all benefits of doing business with the organization and create an open and accessible communication rout for free flow of information
- Intimate employees with the rules and regulations of the organization in order to enable them work in accordance with acceptable standards as this will affect their level of productivity and performance
- Liaise with other trainers/training departments to ensure that employees are very knowledgeable about work ethics and latest trends obtainable in the business market to obtain better results
- Serves as mediator between customers and clients in cases of disputes which may arise in the course of business transactions, and also mediate between employees and employers to ensure that the interests of both parties are dully protected.

Customer Service Representative

Al-Asaker Establishment-Riyadh, SA

April 2008 to April 2013

Saudi Arabia

- Answering clients' complains weather by phone or during their site visits
- Responsible for generating sales with existing customers and developing opportunities with new customers within assigned territory.
- Answering potential client's inquiries and promote current client's products and services.
- Being a customer services supervisor, responsible for 3 main maintenance teams in the followings:
 - Arranging their work schedule
 - Follow-up their site visits and ensure customers' satisfaction
 - Preparing monthly reports to evaluate each team' performance
 - Preparing monthly reports about evaluating clients 'satisfactions on company' products
 - Highlighting to middle management sales growth in each product line
 - Making periodical meetings to review their complaints and suggestions

Education

Bachelor's degree in Law

Suef University

2002 to 2006

Skills

- Operational Efficiency
- Quality Assurance
- Leadership and Team Management
- Data Analysis and Reporting
- Customer Service Excellence
- Training and Development
- Communication skills

Links

<https://www.linkedin.com/in/khaled-aly-0683611ba>

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