

**Nasser Abdelaal Mohamed Ibrahim Gabal**

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**Career Objective:** joining a challenging career opportunity that enables me to make full use of my qualifications and work experience at managerial level and add my value to an international organization.

**Personal Data:**

**Date of birth:** September 5<sup>th</sup>, 1982

**Place of birth:** Cairo, Egypt

**Military status:** Exempted

**Marital status:** Married

**Nationality:** Egyptian

**Education:**

**May 2003** BA of Archeology – Cairo University

Department of Islamic monuments

Grade: Good

**Languages:**

- Arabic: the Mother tongue
- English: Very Good

## Work Experience:

- Currently working as a Call Center Manager at **Bavaria** firefighting solutions
- Worked as a Customer Support Manager at **Wssel** co. from June-2019 till May-2021  
(Back office and social media manager)  
Customer, driver and partner support and social media moderation
- Worked as a Call Center Operations Manager at **Deals Catalyst** till June 2019
- Worked as a customer Service Manager at **Vezeeta.com** from Feb-2017 Till March 2018
- Worked as a Call Center Manager (National accounts) at ICall outsourcing company from July 2013 Till July 2016

Manage different projects and accounts for the **following clients**:

- Knock mart.com online supermarket managing customer service, complaints, outbound surveys, and Social Media
- HoldInn.com for online Booking in KSA managing B2B telesales, account management, and customer service
- Save the children Inbound and outbound campaign (Syrian refugees home visits scheduling and address collection) in partnership with UNHCR
- Egy. Stitch and Tex. Exhibition 2014-2015 invitations campaigns
- Worked as a **call center senior supervisor** at international **Etisal co.** for **Etisalat-Egypt** CS, Prepaid activation and data entry Accounts since June-2008 till July-2013
- Worked as a call center supervisor at Etisal international co. pre-lunch team Etisalat-Egypt CS inbound account in 2008 managing directly from 4 to 6 team leaders and indirectly from 60 to 80 agents.
- Worked as a call center team leader at **ECCO co. Vodafone** Account. Since Oct-06 till June-2008

- Worked as a call center representative at **ECCO** co. Vodafone Account Since Aug-2005 till March-2006
- Worked as a data entry agent at Raya contact center co. Temporary contracts data entry project at Vodafone premises since June till July-2005
- Worked as a tour leader in **louver travel** CO.Sharm El Sheikh Branch Since Dec-2004 till April-2004
- Worked as an Islamic monuments restorer in **Heritage Egypt** Co. Since Oct-2003: Aug 2004
- Worked as a salesman in **book fair** with Lebanese book publishers (5 rounds 1999:2003).

## **Duties and Responsibilities:**

### **Customer support Manager Duties and Responsibilities:**

1. Managing the overall customer, driver and partner ticketing-based support through the following team
2. Managing the Back-Office support for customer- Driver support channel through the ticketing system
3. Leading the Partner support (Store's Menu, Billing, Account updates)
4. New Partner onboarding procedures after new franchise acquisition
5. Fleet Care, supporting third party companies that hire drivers
6. Managing the performance of Social media moderation team, handing company pages on the different SM channels
7. Manage Team performance through proper alignment with the supervisors within company vision and mission
8. Design team KPIs based on each function and grade
9. Monitor Service level and take proper actions on to maintain it on the immediate, short and long terms
10. Share in Updating existing internal-external processes and create necessary processes aligning with cooperation with other stakeholders
11. Provide and collect feedback from operation team
12. Collecting people's feedback through several touchpoints such as staff meetings, focus groups, internal surveys, etc.
13. Conduct calibers interview part of HR staff selection process
14. Gather and analyze daily, monthly and yearly performance data
15. Highlight top insights related to the business overall based on the interaction with company customers
16. Motivate the team sincerely and developing people through leading by example.
17. Daily real-time monitoring for workflow, service level, floor manpower

18. Trace absenteeism and attrition rates and take proper action to decrease it to maintain company cost
19. Conduct exit interview and retention meetings to keep valuable calibers get ongoing feedback
20. Share in system development through sharing different systems experience we got in several companies and the team feedback.

## **Training & Courses:**

### **Leading people and teams specialization Sep 2023**

- The online program conduct by through the university of michgen through Coursera platform
- 1. Inspiring and Motivating Individuals
- 2. Managing Talent
- 3. Influencing People
- 4. Leading Teams
- 5. Leading People and Teams Capstone

### **Google Digital Marketing & E-commerce Professional Certificate Apr 2023**

- The online program conduct by Google team through Coursera platform
- 100 training hours devided 7 Courses in this Professional Certificate
- 6. Foundations of Digital Marketing and E-commerce
- 7. Attract and Engage Customers with Digital Marketing
- 8. Interact with Customers Online
- 9. E-mail marketing
- 10. Marketing Analytics and Measurement
- 11. Build, Launch, and Manage E-commerce Stores
- 12. Develop Customer Loyalty Online
- **Google PMP program 2022**
  - The online program conduct by Google team through Coursera platform
  - 100 training hours of project management education
  - Project foundation
  - Project initiation
  - Project execution
  - Project Planning
  - Agile approach

- Applying project management in the real world

### **Customer experience and branding course 2022**

- The online course conduct by I.e Business school-Coursera platform
- 10 training hours dedicated for customer journey analysis

#### **- Basic digital Marketing course 2022**

- 40 hours conducted by Google team
- Basic knowledge about SMO

#### **- Business English Communication Skills Specialization 2022**

- The online course conduct by University of Washington-Coursera platform
- Around 100 training hours including the following parted courses
- Networking
- Meeting
- Planning and negotiating
- Making presentation
- Capstone project

### List of training courses based on the career development plan 2022-2023

- Social Media Management- Meta
  - Customer experience- IE Business School
  - Customer Centricity as Competitive Advantage- Coursera
  - Successful Negotiation- university of michgen
  - Finance for non-finance professional-Rice university
  - Business writing- University of Colorado Boulder
  - The Art of Data Visualization-Google
  - Contact Center AI fundamentals- Google
- Certificates **credentials** available on  
<https://www.linkedin.com/in/nassergabal/details/certifications>

#### **- Mini MBA Course 2016**

Training Institute: Shift center for business training

Accredited by Adrak vendor of *Council of Ministers*

Course date: 3-Dec-2014 till 3-April-2015-Course duration: 90 Hours

- **Project Management Professional “PMP “Course 2008-Task 36Hrs**
- **Business Basic skills Training 2004:**

Oct-2004 to Dec-2004: A Training designed for fresh graduations, administrated the English language center (E.L.C) and sponsored by the Ministry of Immigration and Labor force

Course duration: 3 months (5 days per week full day)

- **Interpersonal skills course (AUC) 2007** Course duration: 40 hours
- **Train the trainer TOT** by the ministry of communication and information- Course duration: 21 Hours

#### **Other Intensive courses:**

- English language at the ministry of the defense language institute
- Stress management by Dr. Ibrahim Elfiky
- Private English sessions with American instructors
- Advanced Leadership skills by Ethical training Department
- Reporting training by Etisalat Misr training Department
- Workforce management by Etisalat Misr training Department
- VBO values-based organization training part of business awareness training by Vodafone Egypt training Department
- Sales training in Ameco Tech Corporation
- First aid training by Vodafone academy

#### **Software Practices:**

- Microsoft Office (Word, **Excel**, Powerpoint, and Visio)
- Call Center reporting systems Cisco, Genesis, total view, Aheeva and Outbound automated dialer
- CRM applications (Siebel, CM, CX and Freshdesk)
- Remote management experience
- Odoo ERP & SaaS environments. experience as a freelance analyst.

#### **Hours and environment**

Working full time, 40 hours weekly at the usual office environment.

**References are furnished upon request.**

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