

WALEED **AZHARI MUKHTAR ABDALLA**



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# Profile:

An enthusiastic highly self-motivated individual with 4 years experience in Customers Services, project management, Administration, Operation Coordination fields, I was involved in various projects with a successful and proactive team, Strong analytical and planning techniques, and ability to deliver operational solutions to complex problems.

# AREAS OF EXPERIENCE:



Customer Service Operations Management



Dubai Government Contact Center Standards Contact Center Management

# EDUCATION:

## Bachelor (Honors) in Telecommunication Engineering & Space Technology/ Future University Sudan, Khartoum (FEB 2012)

**EXPERIENCE HISTORY:**



Oct 2020 **Contact Center** **Team Leader (Emirates Auction)**

To Now **Cupola Teleservices Limited,** UAE- Dubai

* Directs, administers, and controls day-to-day operations and activities.
* Supervising a Team of contact center agents by providing excellent customer service to customers throughout different communication channels [Inbound Calls /Outbound Calls / Live Chat / Email].
* Preparing daily/monthly operation reports [Avaya CMS supervisor, MIS, QMS] to assist business leaders with key decisions making and strategic operational planning.
* Helped in reducing customers’ requests processing time by build effective relationships with other teams and departments by communicating all information clearly and in a timely manner to assure smooth flow of tasks.
* Reduced personnel turnover by developing and implementing performance evaluations to support corrective action planning.
* Provide clear direction, support and guidance to the team through effective coaching, leadership and setting of SMART objectives. Manage performance through regular, effective reviews, addressing performance issues.
* Monitor calls [VERINT Systems]/ live chat / Email to ensure that procedures and quality standards are strictly adhered to.
* Facilitate and organize training session for all agents and participate in recruitment of new call center agents
* Conduct regular review of all call center agents performance and organize training sessions for under performers.
* Ensure that client issues are dealt with in a timely manner.
* Maintaining Work Force Management. (Scheduling, Forecasting, & Adherence reports).
* Member of Government of Dubai - Contact Centre Standards and Assessment System internal audit team. For [Dubai Chamber of Commerce and Industry and Mohammed Bin Rashid Housing Establishment].



April 2018 **Customer Service Representative (Emirates Auction)**

Sep 2020 **Cupola Teleservices Limited,** UAE- Dubai

* Handling inbound and outbound calls, Live chats, Emails from/to new or existing customers.
* Handling the biggest online auctions company in UAE (Emirates Auction).
* Maintaining a positive, empathetic and professional attitude toward customers at all times.
* Provide assistance to customers by explaining procedures and steps on how to participate on the online auctions; follow complains, confirming information, after sale follow up and resolve complains (by calls and live chats support) using CRMs ( Zendesk , Ticketing tools )
* Identify and escalate priority issues.
* Document and log all call information according to standard operation procedures.



Jun 2013 **Operations Coordinator (Logistics Department)**

Jan 2018 **Wales Investment & Services Co.Ltd,** Sudan

* Handling, monitoring, support and Coordinate all day to day Logistics Operational tasks.
* Knowledge of Types of contracts( INCOTERMS: EXW- FCA- FAS- FOB- DAP- DDP)
* Knowledge of SAP and enterprise resource planning (ERP) software.
* Planning and scheduling the delivery of goods and cargoes.
* Handle customer complaints; provide appropriate solutions and alternatives within the time limit, keeping records of customer interactions, process customer accounts and file documents.
* Preparing orders, arrange stocks, and coordinate staff.
* Booked sub-contractors and ensuring they deliver within agreed terms.
* Generate sales leads.

Mar 2012 **Administration Assistant**



Feb 2013 **Wales Investment & Services Co.Ltd,** Sudan

* Handling all day to day paper work, invoices for relevant company, shipping contractors and clients.
* Organize and schedule appointments.
* Processed and update Daily, Weekly and monthly Reports.
* Plan meetings and take detailed minutes.
* Report all campsites problems and inquires to the Project manager.
* Update and maintain office policies and procedures.

# LANGUAGE:

* + Arabic (Mother tongue).
  + English-Professional working proficiency.

# Operations SKILLS:

* Operations coordination skills.
* Able to remain calm in challenging situations
* Turning every challenge into an advantage.
* High commutation and negations skills.
* Self-motivated.
* Multi-task operations skills.
* Business analysis skills.
* MS Office
* Problem-Solving.

# ADVANCE COURCE:

* **PMI-PBA** (Professional in Business Analysis) preparation course to be a PBA certified. (KIWI Training Center , Sudan)
* **Direct English - United Kingdom Course** (Direct English, Sudan).
* **Diploma in Computer Network Design & Administration** Sudatel Telecommunications Academy, Khartoum (Sudan).

# Others:

* **Valid UAE driving license (Light Vehicle)**