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Summary

With over 12 years of experience in Customer Experience, Credit Management, Telecommunications, and Retail Sales industries, I have the ability to create and add new values to any new challenging environment.

Experience

Client Services Supervisor

Sutherland

Oct 2020 - May 2022 (1 year 8 months)

A multi-tasking Manager is well-known for creating a positive workplace culture and high-performing teams.

- Demonstrated client services expertise, including competitive offerings, pricing, and market positioning.
- Experienced [supervisor] bringing [one] year of quality performance in customer support supervisory roles.
- Skilled in mentoring team members to deliver exceptional service and building team morals through effective communication and positive performance feedback.
- Accustomed to defusing customer dissatisfaction and managing competing priorities with superior results.
- knowledgeable and dedicated customer service professional with extensive experience in the [customer care] industry.
- Solid team player with an outgoing, positive demeanor, and proven skills in establishing rapport with clients.
- Motivated to maintain customer satisfaction and contribute to company success. Specialize in quality, speed, and process optimization.
- Articulate, energetic, and results-oriented with exemplary passion for developing relationships, cultivating partnerships, and growing businesses.
- Dependable Assistant customer service Manager proficient in the team and operational leadership.
- Enthusiastic about supporting business success.

consultant account management

Sutherland

Jun 2018 - Oct 2020 (2 years 5 months)

- Mubadala project – consultant account management
- Managed a process re-engineering project to improve and consolidate end-to-end service processes; restructured communication flow among 10 departments and cut down paperwork by 75%.
- Handling business to business financial services for the employees, suppliers, and clients
- Handling supplier data management, suppliers registration, and procurement process
- Preparing daily, weekly, and monthly reports to the hire management
- Co-ordinating in making the knowledge base and the process implementing the organization and client's vision and mission

- Supervised and trained a team of 11 new and existing staff
- Making good progress in system navigation to be able to reduce the cases that we are raising to the second level by 85%
- Responsible for the supplier data management for over 15 Mubadala Clients, handling local and international suppliers
- Assisting in collection for Capital health screening Center
- Assisting the employees in the Procurement cycle starting from the tender process till the payment to suppliers
- Used Microsoft Excel to develop inventory tracking spreadsheets
- Resolved product issues through consumer testing
- Conducted workload assessments and devised new operational processes that led to a 40% increase in productivity.



Technical Support Specialist

Etisalat UAE

Aug 2015 - Jun 2018 (2 years 11 months)

- Handled high valued customers (Locals and Expats) including Sheikhs and Nobles with their inquiries and complaints.
- Used consultative selling techniques to provide leads for telesales personnel using strategic relationship/partnership-building skills.
- Solved problems creatively finding common ground and achieving win-win outcomes.
- Guide callers through troubleshooting, navigating the company site, or using the products or services
- Collaborate with other call center professionals to improve customer service
- Help to train new employees and inform them about the company's customer management policies



Customer Service Team Lead

Vodafone

May 2010 - May 2015 (5 years 1 month)

- Fixed technical issues for all operating systems.
- Handled coverage issues and help to pinpoint the issue getting it resolved to achieve customer satisfaction. Supervised 16 direct reports in a Call Center environment.
- Defined Call Center strategy, provided leadership, and delivered strong business results
- Increased Service Level to 88%, the highest level in 12 months.
- Coached direct reports to ensure that service level agreements were met. Identified areas of improvement and implemented key initiatives.
- Led the Mission Statement initiative. Facilitated two national teams to create a mission statement that engaged employees and provided clarity to the strategy.
- Modified key work policies which reduced attrition from 6% monthly, to 0%.

Education



Cairo University

Master, Accounting

2004 - 2009

Skills

Team Management • Team Leadership • Microsoft Office • Management • Teamwork •
Telecommunications • Leadership • Customer Service • Project Planning • Customer Satisfaction