

Hamdan AL Agha

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Operation Management

+10 years of experience in Operation Management, Business Review, Implementing Operation Strategic plan, including Talent/Performance Management, Training/Development, Organizational Design, People Management, Report KPIs, Progress Improvement, Strategic and Engagement Plan. Creative and innovative thinker with effective operation management and goal setting abilities combined with superior leadership, team building, communication, interpersonal, and presentation skills. Self-motivated with the ability to excel in a fast-paced environment; communicate effectively at all levels; manage competing priorities; and adapt readily to new challenges.

Key Achievements

Team building:

- Successfully managed to create new team members handling inbound & outbound calls.
- Increased the customer satisfaction and sales rate.
- Enhance new process for Inbound and Outbound to WFH without any impact.

Sales Growth:

- Successfully increased total number of sales generated by ~10% year on year basis.
- Increased the retain customer with 48% monthly.
- Decreasing the rate of not eligible leads to sub 10%.
- Served as Sales Team Lead for one of the largest Unicorn companies in MENA; BAYUT & DUBIZZLE

Employee Engagement:

- Effectively improved employee engagement through focus groups, engagement calendar and Rewards & recognition.
- Maintaining overall average absenteeism rates below 2% on a yearly basis.
- Launched the first assisting team leader program to help high performers have a clear vision of their career path.

Customer Experience:

- Proactively address customer issues and provide satisfactory solutions.
- Increase the number of bank services on digital channels.
- Introducing lean to high volume services by remapping journeys thus reduce the required service.
- Perform a root case analysis on top complaint and provide long a short solution to expedite resolution.

Technical & Interpersonal skills

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|--------------------------|--------------------------|---------------------------|
| ▪ Deadline oriented | ▪ Business negotiations | ▪ Effective communication |
| ▪ Recruiting staff | ▪ Decision making | ▪ People management |
| ▪ Advanced MS office | ▪ WFM & CRM Applications | ▪ Constructive feedback |
| ▪ Data Analysis | ▪ Project management | ▪ High level reporting |
| ▪ Stakeholder management | ▪ Strategic thinking | ▪ Prioritization |

- Team player
- Planning & Organizing
- Task delegation
- KPI Design
- Problem solving
- Team building

Professional Experience

Dubizzle & Bayut, UAE

Operation Team leader (Jan-2022 - Present)

- Managed a sales team of 13 members selling Dubizzle advertising solutions to companies worldwide with a focus on SMEs.
- Responsible for hiring, training, coaching, and motivating the sales teams to ensure revenue objectives are always met.
- Drove strategic and growth initiatives by analyzing market sizes and proposed new tactics to disrupt and obtain a large percentage of the market share.
- In charge of high-level key account management by closing government entities and C-level clients and company owners
- Designed and enforced sales scripts, pitching techniques, and face to face guidelines for the sales team
- Responsible and executed revenues targets, team members, and effective motivation techniques
- Achieved an average of 120% target achievement monthly, totaling to \$5 million of revenue till date.

Emirates NBD Group, UAE

Operation Senior Team leader (Jan 2015 – Dec-2021)

- Responsible of operation policies and procedures including meeting operational standards, Ensured strict adherence to company policies and procedural guidelines.
- Supervising and managing a team.
- Monitoring the agents KPIs & Target and make sure they are up to the mark.
- Assist the client with requirement for team improvement.
- Motivating the team for their best performance.
- Managing the adherence and attendance of the employees.
- Workforce Management and Dialer Management for Multi-Channel Operations.
- Advise clients on financial services and resolve issues.
- Building long-term relationships with clients and cross-selling them our products and services.
- Excellent communicators and negotiation skills with solid knowledge of banking processes and products. Sales and customer service experience bold, ethical, and possess strong problem-solving skills.
- Boost engagement and motivation plan for full year.

Roads and Transport Authority, UAE (Oct 2008 - Dec 2014)

Operation Team lead, (Nov 2012 – Dec 2014)

- Administered performance management by diagnosing improvement opportunities, provided effective feedback, trained and utilized corrective action plans to meet operational objectives.
- Handled complex calls, conduct special research and complete impromptu assignments to respond to interagency and day to day operational issues.
- Conducted team meetings on policy and procedure and training staff on legacy applications.
- Creates shift scheduling and adherence by using Verint WFM
- Manage the Service Level and real time performance of the floor with the aid of Nortel CCMA/ Avaya (Contact Center Manager Administration)

Quality Analyst (Apr 2011 - Nov 2012)

- Listened to calls either recorded live or side-by-side while communicating feedback.
- Encouraged good practices and discouraged bad ones.
- Identified calls failing to meet predefined standards and identified the problem.
- Implemented agent training and coaching.
- Understood the priority of the organization and evaluated call behaviors for regulatory compliance cross-selling and adherence to policy.
- Provided customer feedback and internal compliance feedback to management.
- To provide weekly/monthly reporting for the business and each department/individual average and to highlight specific areas needing action (with suggested improvements).

Learning & Development Coordinator (Jul 2009 - Apr 2011)

- Design, develop and maintain instructional training materials for campaign/project related learning and development needs as directed in line with company standards.
- Instruct and facilitate program specific training for new hire and existing Contact Centre agents.
- Complete all daily training administrative work such as tracking of trainee data, timekeeping, and other administrative tasks as required in a timely and accurate manner.
- Track trends in training and quality and communicate to management, as needed.
- Successfully induct all new staff into the organization and ensure successful hand over to the Operations Manager
- Monitor trainee progress for the duration of training, providing coaching and developmental feedback. Provide input on new hire readiness.
- Assist Supervisors and Team Leads with training duties as needed.
- Maintain RTA Contact Centre Operations knowledge and assist colleagues in keeping materials and knowledge current.
- Work with QA and L&D team to ensure Quality and customer Satisfaction standards are met at all time.

Customer Service Representative (Oct 2008 - Jul 2009)

- Manage large amounts of inbound calls in a timely manner.
- Interact with customers to provide and process information in response to inquiries, concerns, and requests about products and services.
- Identify and escalate priority issues per Client specifications.

- Redirect problems to appropriate resources.
- Follow up and make scheduled callbacks to customers where necessary.
- Seize opportunities to up-sell products when they arise.

Education & Certifications

- **Swiss Business School. UAE**
MBA Master of business administration. 2019
- **Emirates College. UAE**
Bachelor of Business Information System 2010
- **RTA Learning and development. UAE**
Team Leader Capabilities. 2013
- **RTA Learning and development. UAE**
Quality Essentials.2012
- **Secondary School. UAE**
National Charity School UAE - 2006