



Karim Mohamed



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Dubai, United Arab Emirates

Areas of Specialties& Interest: Retail, E-commerce

Facility Management ,Clint Services, Customer services &Operations

12/2019 – 12/2021

TP Connects Technologies | Dubai



Client Services Manager

- Interact with clients and build relationships with them while ensuring their needs are being met
- I Leads team of customer service Associate's and ensure they are providing an exceptional client experience
- I creative ways to deliver an exceptional client experience
- Develop and oversee the implementation of client service protocols
- Resolve complex client problems or disputes in a professional manner
- Coach and support team members to help them meet departmental goals
- Monitor records and documentation of client interactions for training purposes
- Preparing Monthly and quarterly departmental reports to determine whether KPIs are being met and where there is room for improvement

02/2018 – 12/2019

TP Connects Technologies | Dubai

Customer Services Manager

- Managing customer Services department for TP-Connects Technologies and across the region, supporting existing and planned customers in (KSA, Dubai,)
- Supervise day-to-day operations in the customer service department. Assisting in onboarding of customers to our self-service buying platform
- 4+ years' experience in a B2B Account Management, Relationship Management or Customer Success.
- Create effective customer service procedures, policies, and standards.
- Communicating professionally with customers by face to face, telephone, email and in person.
- Identify and implement strategies to improve quality of service, productivity and profitability

05/2016 - 01/2018

Al-baddad International | Dubai



Aftersales Service Manager

- I Leads and a strategy of investment and growth in a newly structured after sales, service and maintenance division.
- Communicating courteously with customers by telephone, email, letter and face to face.
- Maintain contact with clients to obtain customer feedback regarding product/service quality.
- Assist clients in resolving issues and complaints concerning purchased products or services.
- Build and establish good work relationship with clients to facilitate increased patronage and revenue.

ABOUT

Enthusiastic in MENA Region with 15+ years' experience Retail, E-commerce, Facility Management, **Client Services**, Customer Services & operations role based on my highlighted skills and experience. Strong leadership skills with demonstrable ability to plan, organize and deliver Highly skilled in managing

SKILLS

- Communications and time Management.
- Customer Relationship Management.
- Problem Solving and Negotiation
- Public speaking.
- Team building.
- Leadership skills.
- Performance management.
- Project Management
- Negotiation

EDUCATION

10/2005

Institute for Hotels &Tourism | *Cairo, Egypt*

Certificate of Higher Education: Tourism

Bachelor Degree

LANGUAGES

Arabic, English: Native language

Arabic: C2

Master or proficient

English: C2

Master or proficient

02/2014 - 03/2016

SellAnyCar.com | Dubai



Customer Experience Manager/ Call Centre Manager

- Developing plan, a team of agents (in-house or outsourced) to answer calls/ handle customer inquiries/ route calls to appropriate department/ document all call information according to standard operating procedures.
- Monitoring service levels and contact center volumes to make recommendations for real-time queue management.
- We Interfaces with almost all groups of companies, leveraging information gathered from customer feedback and desires.
- Ensuring that contact center meets daily and interval goals.
- Implementing Customer Retention measures according to company's CRM strategy.
- Manage VIP Clients
- Preparing analyses and reports as and when required by Management.
- Recruiting, hiring, training skills and knowledge verification.

06/2009 - 01/2014

Amazon.com | Dubai



Call Centre Supervisor

- Lead the Customer Services UAE Team managing the Contact Centre with over 95 team members for the largest E-commerce organization in the Middle East, across all key areas of Strategy, People & Processes, Technology, end-to-end Customer Engagement and Experience, Order Management, Delivery, Logistics and Supply Chain, Training & Quality, Daily Operations
- Assign tasks to the employees and assess their performance.
- Set targets and goals for the week, month and year.
- Take over calls whenever required and handle heavy duty days.
- Report any issues to the management.

03/2007 - 02/2009

Union National Bank | Dubai



Relationship Banking Manager

- Build and deepen relationships with existing Priority Customers to achieve increase in share of wallet and revenues.
- daily, weekly, monthly and annual sales targets
- Effectively meeting customer expectations and handling/ reduction of customer complaints.
- Provide professional customer service to achieve a high percentage of customer satisfaction and retention.
- Responsible for overall leadership, sales force, service, compliance, operation and financial goals
- Assist and backup branch manager in term of sales and service & daily activities.