

Magdy Aniss Saleh

Process Improvement – Customer
Experience Management – Quality
Management- Contact center



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Languages

- Arabic (Native).
- English.

Education

- BSc Archaeology – Alexandria University.
- ICDL – ICDL Arabi Institute UAE

Training

- ISO 10001(Customer satisfaction).
- ISO 10002 (Complaints handling).
- ISO10004 (quality management).
- Emirates Government Service Excellence Program.
- Sheikh Khalifa Government. Excellence Program.

Achievement

- Contributed in Obtaining ISO 10001, 10002 certificate ET- project.
- Contributed on completing the Emirates program requirements for premium government services, Emirates Transport service centers.
- Contributed in complaints reduction on contact center operations by 15% from 2021 to 2022 DHA Project.
Contributed to DHA achieving the 3rd rank Government of Dubai Customer Happiness.

Reference

- Will be pleased to provide upon request.

Summary:

Professional with 10 years expertise in Customer Relations Management Services and contact centers eager to obtain a position that makes full use of expertise in building customer relations. Advanced customer service experience includes successfully implementing innovative customer Initiatives that increased the customer base by a high level of computer knowledge and proven competency in multitasking enables optimal performance in a challenging environment.

SKILLS

- Leadership.
- Workforce management.
- Conflict Management.
- Data analysis.
- Process Improvement.
- Excellent telephone manner inbound/ Outbound.
- Strategy & Planning.
- Organizational Skills.
- Business Presentation.
- Coaching & Training.
- Quality Management.
- MS Office/ CRM System.

Work Experience

Customer Happiness officer/ Call Quality Analyst Dubai Health Authority – TP/ 2014-2022

www.dha.gov.ae

- Designed call quality matrix for contact center operations based on client requirements
- Complete the required number of evaluations Quality, CSAT, Complaints.
- Conducting / attending regular Gauge RNR & Calibrations with Internal operations team to maintain level of knowledge of the supervisory staff.
- Build reporting dashboards aligned with the client requirements.
- Analyses complaints and identify actions to improve service. To promulgate good complaint handling techniques across the business.
- Trained Employees on efficient complaints and suggestions handling.
- Obtaining and sharing customer feedback with colleagues and other departments for improvement and quality purposes.

Customer care supervisor Emirates Transport / 2012 to 2014

www.et.gov.ae

- Supervising and coordinating the activities of customer service employees.
- define and monitoring the department budget with operation manager.
- Managed implementation of ISO 10001, 10002, based on ET project
- Managed implementation of Emirates Government Excellence Program standard
- Formulate and implement customer service policies and procedures.
- Monitoring the complaints handling.
- Trained Employees and Management staff on ISO audit requirements for customer satisfaction and complaints handling.

Customer service Administrator ICDL Arabia / 2008 to 2012

www.ICDL.org

- Track and follow-up all customers orders in a timely manner
- Review the test score reports to generate the required ICDL certificates.
- Auditing the quality level of accredited test centers in GCC.
- Review test schedules and ensure the preparation of test sessions.
- Manage sales sample requests of stock items for potential customers.
- Develop new business opportunities in every customer communication.