



# FADY ZAKI

Akoya Oxygen, Dubai, UAE

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DOB: 06/08/1987

Marital status: Married

Nationality: Egyptian

## SKILLS & ABILITIES

Leadership skills, Reliable & committed, convincing on a wide scale, Stress management, Adhering to deadlines, Innovative, audited & analyzed, excellent team player, friendly, smiles, positive outlook, alert and naturally interacting with people

## EXPERIENCES

**Operation Manager (GCC)** MDCBMS a Mubadala company



September 2020 – Present

Running day to day operations for the Contact Center of Mubadala

The on ground liaison between the service provider and BMS management team

Manage the service provider resources in the BMS contact center

Review SOPs prepared for each process

Organize process and skills training to be conducted

Maintain professional and consistent communication with the client

Being responsible for the performance, ensure all SLAs are met

Plan, support and execute various phase of process migration

**Associate Manager (GCC)** MDCBMS a Mubadala company



January 2019 – August 2020

Handling Procurement, Finance, HR and FM services for all Mubadala subsidiaries

Achieving client targets and discuss new business opportunities

Have a full responsibility for all client communication

Prepare weekly, monthly and quarterly reports and present it to our clients

Customer satisfaction and KPI responsible all over Middle-East Market

Develop goals and monitor the advisors

Monitoring & coaching for all agents to maintain targets

**Team Manager (GCC) iTunes Middle East**



July 2018 – December 2018

Achieving client targets for expansion process

Acting as assistant manager for the new Line of Business and have full responsibility for the client communication

Customer satisfaction and KPI responsible all over Middle-East Market

Develop goals and monitor the advisors

Applying and maintaining COPC process and standards

**Team Manager (GCC) Apple Care Dubai**



Sept 2015 – Present

Responsible for a team who deliver service education and online sales on Middle-East and North Africa of all apple products through a vendor company "Teleperformance Dubai"

Achieving client targets for expansion process

Customer satisfaction and online conversion KPI responsible all over Middle-East

Develop goals and monitor the advisors

Apply floor policies & coaching any violation or in appropriate execution of work flow process



**Senior operational Supervisor Expedia Canada**

DEC2011 – AUG 2015

Responsible for a team who deliver booking flights& hotels and tickets exchange services for the Canadian market through a vendor company "Teleperformance Egypt"

Develop Advisors goals and monitor the advisors' performance for higher sales aligned with their customer satisfaction KPI

Motivate and coach advisors in order to meet and exceed the client KPIs and SLAs

**Senior operational Supervisor Expedia Brazil**



SEP 2012 – OCT 2012

Responsible for launching the service department on Sao Paulo Site.

Train the trainer for the C-sat and product knowledge techniques to deliver them to new hires

Resolve business issue relating to business execution

**Travel consultant escalation team** Expedia Canada

APR 2010 – OCT 2010 Teleperformance Egypt

Register Sabre User (GDS)

Assigned cases to investigate & resolve with airlines and third parties

Help Junior on their enquiries (Escalations and consultations)

Book tickets and reserve hotels for only elite and VIP customers

**EDUCATION | BENHA UNIVERSITY, CAIRO**  
ENGLISH COMMERCE BACHELOR DEGREE 2008  
**Saint Fatima language school** 2004

**TRAINING PROFILE | Selling techniques @TP EGY**  
MAY. 2010  
**Inbound and outbound Supervision @TP EGY**  
JAN. 2012  
**Coaching Techniques @TPEGY**  
Jan. 2012  
**COPC @TP DUB**  
Sep. 2015

**CERTIFICATES |** •TICO Certificate ( Travel industry council of Ontario – AUG 2010)  
•Appreciation certificate for launching the service department at Expedia.br

**ACTIVITIES |** Basketball – Football – Squash – Tennis

**COMPUTER KNOWLEDGE |** Microsoft office (Word, Excel and Power Point)  
Sabre Ticketing system  
CIS Cisco unified intelligence suite V4

**LANGUAGES |** Arabic: Mother tongue                      English: Fluent

**UAE DRIVING LICENSE |** Yes

