

Abdelrahman Ankez

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PROFICIENCY FORTE':

- ⇒ **Workforce management & Real-time management.**
- ⇒ **MI & Analytics:** Craft a robust MI model to provide real time insight to operational performance, Build EWS to proactively deal with anomalies. Create value for customer by providing business insight keeping end customer/business revenue in perspective.
- ⇒ **Data Base Management:** Organizing and managing a DB with a huge amount of information detailed as required, building a most accurate DB which will be the main reference for the company Top Management.
- ⇒ **Training & Communication skills:** over 2 years of experience in the training field as building training material and presenting the training.

PROFESSIONAL EXPERIENCE:

❖ Operations Acting Supervisor - Crystel Call, Jordan

Feb 2020 - till now

Leading Voice/Non Voice Operations and managing different Line of Businesses for a new project

❖ Work Force Management Senior Officer - Extensya, Jordan

May 2016 – June 2018

Leading Voice/Non Voice Operations and managing different Line of Businesses with a team of 100+ associates including voice and non-voice operations for a telecom giant across the Middle East.

Responsibilities:

- **Forecasting & Manpower Management:** End to End manpower planning basis forecasted call volumes. Analysis of call volumes basis historical data to determine accurate trends. Contingency planning to determine occasions that can lead to increase/decrease call volumes
- **Resource Utilization:** Ensuring that maximum output/utilization is delivered by specialists highlighting leakages.
- **Recruiting:** requesting for new hires from the recruitment team according to requirements (number & gender specified).
- **MIS:** Performance management through publishing daily/weekly/monthly dashboards to the Senior Management
- **Billing Validation & Issuing:** Validating all billing files on both (PCM & FTE) billing module on monthly basis and adding any downtime to the files insuring most accurate results.
- **Managing Teams:** Responsible of managing a 5 RTM officers and providing all the required training and support which were needed to achieve the maximum output.
- **KPI's:** Ensuring the required and agreed contractual targets are met without any failure, planning a head & conducting all required meeting's frequently in order to improve SLA.
- **Data Base Management:** managing a 700+ employee's data base and information on a PQMS system & Access tool by adding/modifying/deleting records according to employment status and position.
- **Training management:** responsible of building training material and giving the training to the new employees.
- **24/7 availability:** in reference to the 5th & 6th points above, it was required to be available 24/7 even during holidays and weekends in order to solve any real time issues.

❖ **Work Force Management - Extensya, Jordan**
May 2015 – May 2016

Leading Voice/Non Voice Operations and managing different Line of Businesses with a team of 100+ associates including voice and non-voice operations for a telecom giant across the Middle East.

Responsibilities:

- **Forecasting & Manpower Management:** End to End manpower planning basis forecasted call volumes. Analysis of call volumes basis historical data to determine accurate trends. Contingency planning to determine occasions that can lead to incremental/decremental call volumes
- **Resource Utilization:** Ensuring that maximum output/utilization is delivered by specialists highlighting leakages.
- **Recruiting:** requesting for new hires from the recruitment team according to requirement (number & gender specified).
- **MIS:** Performance management through publishing daily/weekly/monthly dashboards to the Senior Management
- **Training management:** responsible of building training material and giving the training to the new employees.

❖ **Real-time Management & Reporting Officer - Extensya, Jordan**
May 2014 – May 2015

Responsibilities:

- **Schedule Adherence:** Real-time check on schedules prepared for associates.
- **Dashboard Management:** Managing Hourly/Daily/Weekly/Monthly Service Level adherence, Real-time management of leaves, staffing and attendance.
- **Reporting:** Deliver hourly/daily/weekly/monthly reports to the client .
- **Training:** providing the new employees the required training.

❖ **Customer Service Representative - Extensya, Jordan**
June 2013 - May 2014

Responsibilities:

- Giving health and medical advises to customers and solving their problems.
- Handle escalated calls.

Educational Details:

Bachelor in Biotechnology & Genetic Engineering - Jordan University of Science and Technology, Irbid, Jordan
2007 – 2012

- Certificate : Practicing medical laboratories from the Ministry of Health.
- TRAINING : Princess Haya Biotechnology Center, King Abdullah Hospital, Irbid, Jordan.

Skills:

- ⇒ Ability to multi-task, meet objectives solve in very stressful situations.
- ⇒ Ability to troubleshoot various types of equipment both on-line and off-line.
- ⇒ Strong organizational and communication skills.

- ⇒ A thorough professional with a proactive attitude, capable of thinking in and out of the box, generating new design solutions and ideas.
 - ⇒ A flair for adopting emerging trends and addressing industry requirements to achieve organizational objectives and profitability norms.
 - ⇒ Proficient at managing & leading teams for running successful process operations & experience of developing procedures, service standards for business excellence.
 - ⇒ Proficient at MS Office (Excel, Access) and knowing most of equations that will lead me to achieve the targeted result in less time.
 - ⇒ Very good command in English language (written and spoken) with an IELTS Certificate of 6.5.
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References:

❖ Mohammed Barakat:

- Designation – Workforce management senior officer
- Company : Extensya
- Contact Details :
 - 1- Mobile : 00962797863756
 - 2- Email : mohammed.barakat@extensya.com

❖ Mead Faqeh:

- Designation – Operations support Manager
 - Company : Extensya.
 - Contact Details :
 - 1- Mobile : 00962797715774
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Personal Details:

Date of Birth	: 5 th June 1989
Marital Status	: Single
Highest Qualification	: Biotechnology and Genetic Engineering, JUST, Irbid, Jordan
Languages Known	: English, Arabic
Interests	: Travel, Music, Reading, Writing.
Nationality	: Jordanian