

Working as Team Leader At Teleperformance under project NCC (National Contact Centre) From July 2019 Till Now

- Key role in launching Teleperformance Dubai outsourcing for NCC project
- Overseeing performance of 15 customer service representatives and setting individual performance objectives, monitoring progress and driving staff to achieve all assigned targets
- Led the team by example through both achieving and exceeding clients KPIs targets
- Managing & controlling the daily operations activities to ensure high quality service deliverance to the customers
- Build strong collaboration and partnership with cross-functional teams to inform best practices in delivering high-quality, technical and workflow solutions to our customers and partners
- Managing the day to day operations and ensuring high quality service delivery to customers
- Handling QA for the project from the scratch (creating QA form and send it for approval, implementing it over the project according to DMSC then evaluating the calls for all the agents, caching, daily huddles, sessions, calibration with operation team, sending weekly reports.
- Sending daily performance report for the project

Working as Team Leader for Emirates NBD Bank starting from Oct 2018 till July 2019

ensure that the team which assigned under my supervision be able to achieve the required performance in timely manner

- monthly report for team attendance and sick leaves and leave report
- Provides statistical and performance feedback and coaching on a regular basis to each team member
- Provides continual evaluation of processes through call listening for each and every agent
- coaching and one to one sessions / motivation and recognitions for the top performers at my team

Career Objective

To build my career in a progressive organization that will provide me existing opportunities to learn more and utilize my skills in the most effective manner possible within my level of education, skills and experience.

Personal Profile

Address Bukhara ST , Al nahda , Sharjah UAE
Date of Birth September 29, 1992
marital status Single
Nationality Egyptian
Gender Male





Contact Me

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Education

Bachelor of English Law
Alexandria University

Professional Skills

- Microsoft Office Word 
- Microsoft Office Excel 
- Microsoft Office Outlook 
- Microsoft Office Power Point 

Language:

- English spoken & Written (Fluent)
- Arabic Native language

- **Working as priority banking specialist at Tanfeeth outsourcing for Emirates NBD Bank from Oct 2017 till Oct 2018.**

As private and priority banking customer service specialist , handling the customer cases and requests , obtaining approval and exceptions for our VIP customers / delivering remarkable customer experience / driving my team performance , (coaching sessions , one to one sessions , coaching technique), daily report for the team with the daily scores and targets / sharing plans with red zone agents / conducting daily huddle with the team as team delegate / floor support as SME , escalations handling /

Work as Customer Service Representative at (Sutherland Global Services) from 11/10/2015 Till 11/10/2017

working as junior customer service representative at du account handling premium and VIP customer inquiries , delivering absolute customer centric service / assisting in team performance as being team top performer / tips and coaching for new agent at my team / daily huddles for product updates / handling multiple tasks assigned to me from operations managers

Personal Skills

- Attention to details & hard worker.
- Self-motivated and self-development
- Work under pressure.
- The ability to learn fast and Time Management

Other Skills:

- **Communication Proficiency.**
- **Customer/Client Focus.**
- **Leadership.**
- **Organizational Skills.**
- **Performance Management.**
- Problem Solving/Analysis

Trainings and Courses

- Holds Sales & Communications Skills Certificate at (ITI Institute)
- English course at British council Alexandria branch level **ADVANCED**
- Communication Skills certified from group customer experience at Emirates NBD group
- Customer service basics and advanced stages from du telecommunication company and emirates NBD group