

# Abdullah Mohamed Ali

Dubai, UAE

**Nationality:** Egyptian

**Date of Birth:** 29 - 9 - 1992

**Cell phone:** 00971502809592

**Position:** Quality Assurance Coordinator

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## Objective

I am self-motivated, ambitious and eager to learn. I am a responsible individual with strong communication skills and work ethics besides being creative, focused and highly determined. I am willing to take responsibility and work independently. At the same time, I can work well in teams.

Looking for both personal and professional growth makes me capable of working confidently under pressure. Being bilingual gives me the chance to function efficiently in both English and Arabic. My background and growing up experience have given me a deep insight in the culture and society together with a wider scope in the world of business.

## Education

- ✓ Bachelor of law Ain shams university 2013
- ✓ Major: Public law
- ✓ Certification in: ICDL

## Work experience

- ✓ **Aqua technology international in water treatment:** A sales man (Jan 2015: Jun 2015)
- ✓ **Etisalat International in project Etisalat Egypt:** a Customer Service (Jun 2015: Dec 2015)
- ✓ **Awok.com:** A Customer Service Representative (Jan 2016: Feb 2017 )
- ✓ **Awok.com:** A Quality Control coordinator (Feb 2017: Feb2018)
- ✓ **Altayer Group:** A Quality Control coordinator (Feb 2018 : Mar2019)
- ✓ **Noon.com:** A Quality Control coordinator (Mar2019 : Dec 2020)
  
- ✓ **Websites:**
  - Ounass.com
  - Nisnass.com

- Mamasandpapas.com
- Gap.ae
- Noon. Com
- Sivvi. Com
- Kul. Com

✓ **Systems used:**

- Salesforce
- Magento
- On fleet
- Cirrus
- C- zentrix
- Playvox
- Zendesk
- Agent one.

## **Awok.com Experience**

- Provide customers with superior recommendations and actions and be a driver for customer's satisfaction and Loyalty.
- Create a smooth communication channel with different departments to resolve customer problems and requests when needed in a highly professional manner.
- Implement high quality standards of Customer Service for customers through exceeding all KPI's threshold.
- Adhere to Customer Operations Department policies and procedures.
- Follow up all customers related issues and provide timely feedback.
- Experience in monitoring inbound calls handled by agents and soft skill training.
- Willing to work in rotational shifts
- Monitoring Calls and Emails.

## **AlTayer Experience**

- Dealt directly with customers either by telephone, Email, Live chat and Social Media
- Respond promptly to customer inquiries
- handle and resolve customer complaints
- obtain and evaluate all relevant information to handle product and service inquiries

- provide pricing and delivery information
  - perform customer verifications
  - process orders, forms, applications and requests
  - organize workflow to meet customer timeframes
  - direct requests and unresolved issues to the designated Teams
  - keep records of customer interactions and transactions
  - record details of inquiries, comments and complaints
  - record details of actions taken
  - prepare and distribute customer activity reports
  - maintain customer databases
  - manage administration
  - communicate and coordinate with internal departments
  - follow up on customer interactions
  - provide feedback on the efficiency of the customer service process
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- Supplement monitor allocation performed by quality vendor, focusing on individual support and coaching for low performing agents
  - Conduct coaching sessions with associates and provide feedback addressing client service performance, product knowledge and call productivity
  - SLA Tracking and Reporting and analysis of service delivery performance metrics
  - Assist Quality Assessment Manager in accessing and maintaining Witness Systems database
  - Assist in utilizing reporting tools that track performance at a department, team and individual level to measure quality rates
  - Strong expert knowledge of Microsoft Office products, including Word, Excel, PowerPoint and Microsoft Visio
  - Perform ticket audits of each operations team, ensuring the proper documentation and workflow of service request per internal procedure.
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- Conduct monthly calibration sessions with the call center. Team Leaders to develop scoring consistency and best practices
  - Produce reporting based on audits and offer suggestions, job-aids, etc. for improvement
  - Writes fundamental documentation in a clear, concise manner and according to standards
  - Utilize feedback from customers to facilitate improved quality of services being provided
  - Monitor and evaluate randomly selected calls to assess associates' service level standards and complete online evaluations of client calls
  - Complete analysis of results to identify root causes or trends that will lead to efficiency and quality gains in the contact center.
  - Conduct customer interaction and ticket reviews, and complete evaluations.

## **Noon Experience**

- Manage a team that provides consistently high-quality services.
- Actively connecting with service teams and coordinators to ensure the quality of operations.
- Creating, implementing and monitoring quality assurance processes.
- Monitoring activities of service teams on internal work tools, analyzing for opportunities and coming up with solutions.
- Evaluating and communicating customer feedback, performance reports, quality review results and trends.
- Organizing and conducting induction and quality training.
- Coordinating with the finance department and headquarters to ensure that service teams receive the correct amount of incentives.
- Preparing daily reports to management.
- Being responsible for inventory preparing, purchasing and stock management.

## **Skills**

### ✓ **Computer skills**

### ✓ **Microsoft Office:**

- **Word** (excellent)
- **Excel** (excellent)
- **Power point** (excellent)
- **Internet explorer** (excellent)
- **Outlook** (excellent)

### ✓ **Language skills:**

✓ **English language:** (Fluent)

- **Speaking:** (Fluent)
- **Writing:** (Fluent)
- **Listening:** (Fluent)
- **Reading:** (Fluent)

○ **Arabic language:** (The mother tongue)

✓ **Personal skills:**

- ✓ Smart, Energetic and flexible.
- ✓ Good communication skills, both oral and written, gained from activities and delivering Clear presentations and producing well-structured academic assignments whilst at university.
- ✓ Communications.
- ✓ Ability to work under pressure.
- ✓ Time management.
- ✓ Self-motivation.
- ✓ Leadership.
- ✓ Adaptability.
- ✓ Good communication with foreigners.