

EDUCATION

Ain Shams University, Cairo, Egypt

Bachelor's degree of Arts in English language (Literature/linguistic), Good, 2012

PROFESSIONAL EXPERIENCES

Xcite by Alghanim Electronics, Kuwait

Acting as Sales Section Head

Feb. 2020- Jan. 2021

- Is fully responsible and accountable for sound section operations.
- Major focus of section head in driving sales and profitability to meet Pre-set section targets, lead staff in achieving section's targets; follow up with sales associates on section and individual achievements.
- Drive section's sales activities to achieve targets in cash, credit, accessories and warranties.
- Assist sales staff in completing difficult sales transactions, interacts with section customers to ensure the quality of service provided.
- Ensure reviewing section's CSI results and take the necessary actions, plan and prepares work schedules and assign section's employees to specific duties, manages break periods, working hours, sick leaves and vacations.
- Report to store manager on section operations, performances and resources, monitors and evaluates section staff performance and training needs.
- Trains section staff on store policies, department procedures and job duties.

Xcite by Alghanim Electronics, Kuwait

Senior Sales Associate

Mar. 2019 – Jan. 2020

- Did all sales executive responsibilities with some of tasks delegates from group section head.
- Achieve daily/ monthly targets exceeded expectations cross all categories (95%-120%).
- Handling any issues related customers concerns on Xcite's products, process of return, refund and give them the best customer service.
- Communicate with the support function teams (buying team, supply chain, warehouse) to provide us with knowledge materials, supplier info. Especial requests for pricing or products.
- Assisted in display of merchandise or organizing the selling floor and stock areas, assisted customers with questions, needs and purchases.
- Set with the other team members to arrange annual stock counts with store supervisors and managers.

Xcite by Alghanim Electronics, Kuwait

Sales Associate

Jan 2018 - Feb 2019

- Coordinate with the retail sales associate team to provide excellent customer service to Xcite's customers.
- Providing accurate information (e.g. product features, pricing and after-sales services), cross sell products.
- Handle returns of merchandise and assist section head on annual physical count of all SKU's.
- Working to achieve sale targets which divided into 4 categories of sales to focus more on quality of sales through the categories (cash sales, extended warranty sales, accessories sales and finally installment sales) with minimum achieve 80% of the targets.
- During 1st year working as sales executive achieve most of all categories cross 13 months with numbers between 90%-110% of monthly target.

JUMIA Egypt

Delivery Associate Trainer (Customer Experience Team)

Aug. 2017 – Dec. 2017

- As a delivery experience training associate, I provided a full line of driving safety and compliance related education and training services to Delivery Associates in support of the goals and objectives of Jumia Services, the Logistics Marketplace Company of Jumia.
- Conduct qualitative and quantitative research on the training needs of driver team
- Create content materials for driver training
- Design and conduct over the trainings in full batches
- Conduct role plays and focus group discussions in small batches everyday prepare and evaluate the progress of drivers at an individual level.
- Design and deliver a delightful delivery experience for customers of Jumia Mall.
- Control and monitor driver customer communication in line with customer journey to ensure good customer experience.
- Monitor competitor's delivery offerings and ensure Jumia delivery options are competitive and compelling.
- Coach, lead and develop drivers to support the delivery team and improve daily productivity on gate to gate basis enhance road safety and risk mitigation aspects of the Delivery Agents daily work life.
- Give business inputs to enhance the Delivery Application Product design and roll out various community initiatives for Delivery Agents.

PQ Egypt

Quality Control Executive

May. 2017 – Aug. 2017

- Responsible for tracking PQ captains/drivers routes, trips, their behaviors within the trip with the PQ customers.
- Worked on solve around 100 technical tickets daily on Zen desk system related and transferred from other teams (driver support, customer experience, call center) to finalize it by our team.
- Worked With operations team managed to on-board 16K drivers in 60 days, and achieve more than 7000 trips/day during the first 3 months.
- It was reported directly quality Manager.
- Coaching, retrained the PQ captains, find solutions for their issue if found.
- Worked with customer experience team to handle any conflicts with the PQ consumers.
- Worked together with supply team and training team to make sure the required captains are available and trained successfully.

Mobily (Etihad Etisalat) KSA

Operation team lead- Customer service team leader

Sep. 2014 – May.2017

- Lead and manage 15-20 team members and drive their performances.
- Worked on the team's performance sheet once exported from system to check their productivity (AHT, Utilization, Adherence, not ready times, etc.)
- Set action plans on their performances to ensure that they're on track. (action plan on QA to improve it for the all team members from 79% reach 92% in the first 3 months and we reached then +95%) which is great!
- Set action plan on AHT rate. (Was above 190-220s, during 2 months the rate hit the number to be 150s-170s per call).
- Worked with operations team to proceed with COPC audit and get the certificate.
- Coaching, set one-one meetings, arranged feedback sessions with the team.
- Created and maintained a high-quality work environment so team members are motivated to perform at their highest level.
- Listen to the team members calls daily (15 call per day) and we're set monthly target we have to hit it.
- Handled team escalations (On queue, clients).
- Set refresh training sessions for low performance on QA.

Mobily (Etihad Etisalat) KSA

Inbound Customer Service Reprehensive

Jan. 2014 – Aug.2014

- Started my career in Etihad Etisalat (Mobily) is a Saudi company established in 2004. We worked as outsourcing for Mobily services from Egypt by ECCO outsourcing (Majorel now).
- Managed incoming calls and customer service inquiries, support Saudi customers by providing them helpful information, answering questions and subscribe requested.
- Handled complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution.
- Checked their lines and networks on BMS system, active the services and bundles and go with the customer to offer a new services or any new announcements regarding Mobily strategies.
- During received almost 100-120 inbound calls daily in the same to adhere to my AHT (average handle time) rates; target was less than 160s per call.
- I was committed to quality assurance during the calls to avoid non-critical, business critical error, end to end errors. And had stick to adherence and utilization on queue.
- My numbers were amazing cross all metrics AHT usually below 160/150s, quality was above 94-96% (weekly & monthly monitoring), and absenteeism% was less than the rates always and during the official off days only. Utilization is above 86%.

COURSES & TRAINING

OnTrac Star Certification Program (Management and Leadership skills) https://www.linkedin.com/company/ontrac/	Issued Feb 2015- No expiration date
Leadership and Coaching Skills from IMI international https://www.linkedin.com/company/imi-international-s-a-e/	Issued Dec 2014- No expiration date
Supply Chain Fundamentals	Issued Nov 2017- No expiration date
Independently (<i>completed online courses on LinkedIn learning</i>) date	Issued May, June 2019- No expiration date
Sales performance management and reporting; Retail sales management; Sales closing strategies; Building professional relationship; Professional networking; How to develop your career plan; How to develop your career plan;	

TECHNICAL & LANGUAGE SKILLS

MS Office: Word, Excel, PowerPoint, Outlook; WordPerfect.
Advanced English and native Arabic (spoken, written, and comprehension).

PERSONAL INFORMATION

Nationality: Egyptian
Birth Date: 28 Feb, 1990
Marital status: Married