



Mai Kanon

Customer Service Operations & Research Project Management

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Experienced project manager in market research covering several global markets "UAE, KSA, Egypt, Pakistan, Kuwait, Lebanon, Jordan & etc.". Self-motivated individual with extensive experience across all areas of Project Management. My expertise includes project management, planning, monitoring progress and managing changes.

8 years of Customer Service Operations experience. An exceptional leader with the ability to motivate, encourage and develop skills in people, demonstrating a high-level of commitment and contribution to organizations. Dedicated to Service Improvement with a strong client focus and possesses excellent interpersonal skills.

EXPERIENCE

Kantar

Jul 2019 - Nov 2020

Project Management Executive

- Hands on project management on major projects overseeing all stages of the project lifecycle
- Coordinating internal resources and third parties/vendors for the flawless execution of project
- Ensuring that all projects are delivered on-time, within scope and within budget
- Assisting in the definition of project scope and objectives, involving all relevant stakeholders and ensuring technical feasibility
- Developing a detailed project plan to be shared with clients as well as other staff members to monitor and track progress
- Managing changes to the project scope, project schedule and project costs using appropriate verification techniques
- Measuring project performance using appropriate tools and techniques
- Managing the relationship with the client and all stakeholders
- Creating and maintaining comprehensive project documentation

Dubai Electricity and Water Authority (DEWA)

Sep 2017 - Apr 2019

Customer Service Team Manager

Project Level:

- Managing project Efficiency KPIs (Service Level, AHT, Adherence, Attendance, Utilization, Occupancy).
- Managing and monitoring the project service level (Daily, Weekly, Monthly & yearly).
- Proactive by giving insights on how to improve the service level.
- Coming up with staffing and scheduling changes to improve the project service level and the agent utilization.
- Coordinates and facilitates call calibration sessions.

Team Level:

Ensuring that staff are motivated, monitored and measured in line with company targets and performance standards.

- Mentoring and training up junior and new staff in all aspects (product knowledge, soft skills and effective communications)
- Maintain discipline in the platform by ensuring that shifts are adhered to in terms of breaks, attendance in order to effectively plan and schedule shifts and rosters.
- Monitoring & sharing day-by-day performance.
- Arranging weekly team meetings, focusing on targets & achievements.
- Praise team members and creates a positive working environment through team assignments and process improvement initiatives.

du Telecom (SGS)

Sep 2015 - Oct 2017

Customer Service Team Manager

Act as an interface between the team and the management and all support functions so that the team operates smoothly at the highest efficiency and within the prescribed norms.

- Participates in launching du account in India.

- Work on improvement plan coordinating with the quality and training team to improve the performance of the consultants.
- Ensure internal customer satisfaction.
- Assisting customer service representative in addressing customer interactions with the aim of identifying key behaviors that improve customer experience.
- Influence the lives of other: Develop, train, and manage team members.
- Keep moral high: Ensure motivational programs are in place and encourage frequent recognition.
- Call monitoring, coaching and feedback, to ensure quality of service provided.

du Telecom (Xceed International)
Workforce Management

Mar 2015 - Aug 2015

- Monitor actual call arrivals to forecast and proactively respond to changes in call volumes.
- Proactively maintain a channel of open communication, with the Command Centre, on a real time basis to Leverage resources across the sites to meet metric goals.
- Respond to questions related to SLA performance real time with documentation and analysis.
- Make recommendations to accommodate unexpected changes in staffing requirements. Determine overtime and/or voluntary time off (VTO) needs and recommend changes to scheduling to ensure business needs are met.

du Telecom (Xceed International)
Quality Analyst, Trainer & Subject Matter Expert

Dec 2012 - Mar 2015

Quality:

- Auditing, analyzing and reporting to ensure the customer experience and advisors' productivity are being carried out as per quality assurance standards set by the company.
 - Align quality standards to adhere to current company standards.
 - Evaluate agent service delivery and product knowledge, and provide associated feedback and suggestions to enhance the customer experience and productivity.
 - Compile statistical data with narratives and present findings to the team and stakeholders.
 - Provide assessment and action plan to agent, team, or department and provides reporting with root cause analysis to Manager, on areas of improvement.
 - Support introductory and advance soft skills, product and/or technical

Training:

- Certified as Trainer (TTT) by "du Telecommunication Company".
- Responsible for ensuring that the staff is knowledgeable in all aspects of the company's offerings and that there is a high level of quality control.
- Designing competency tests, teaching phone communication skills, and reporting results to superiors is all a required part of the job.
- Responsible for implementing new teaching and training techniques, as well as evaluating existing techniques.
- Develop, implement and modify training program to ensure effectiveness of programs delivered to call center/customer service personnel.

SME:

- Taking full responsibility for the dealing with relevant customer complaints, queries and requests for information for the start to the end of the process.
- Ensuring that both an appropriate and adequate investigation takes place in all cases.

du Telecom (Xceed International)
Customer service representative

Feb 2012 - Nov 2012

EDUCATION

Cairo University
Computers and Information (Information Technology)
Major: Information Technology
Minor: Information System
GPA: Very Good

SKILLS

- Team Leadership
- Reporting & Analysis
- WFM

- People Management
- Multi-tasker
- Communication
- Problem Solving
- Conflict Management
- Time Management
- Coaching
- Decision-Making
- Teamwork
- Deadline Oriented
- Customer Service Operations
- Training
- Microsoft Office
- Agile Project Management, Methodologies, User Stories, Leadership

LANGUAGES

English (Professional working proficiency), **Arabic** (Native)

CERTIFICATIONS

Agile Foundations	<i>Sep 2020</i>
Agile at Work: Building Your Agile Team	<i>Sep 2020</i>
Agile at Work: Driving Productive Agile Meetings	<i>Sep 2020</i>
Agile at Work: Getting Better with Agile Retrospectives	<i>Sep 2020</i>
Agile at Work: Planning with Agile User Stories	<i>Sep 2020</i>
Agile at Work: Reporting with Agile Charts and Boards	<i>Sep 2020</i>
Transitioning from Waterfall to Agile Project Management	<i>Sep 2020</i>
Influencing Others	<i>Aug 2019</i>
Critical Thinking	<i>Jul 2019</i>
Marketing Foundations: Market Research	<i>Jul 2019</i>
Train the Trainer (TTT)	<i>Apr 2015</i>