

# Ahmed Essam Adel Karem

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## CONTACT

DUBAI

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## WORK EXPERIENCE

### Souqalmal

**Feb 2018 — Present**

Call Center Manager- Sales Department

Responsible for the day-to-day operations, coaching and development of a cross site team of representatives whose primary function is to provide high quality customer service by responding to both telephone and email inquiries, investigating requests and resolving problems.

- Managing staff of 50 employees
- Increased sales conversation rate from 7%-25%
- Achieving growth and hitting sales targets by successfully managing the sales team
- Designing and implementing a strategic sales plan that expands company's customer base and ensure it's strong presence
- Managing recruiting, objectives setting, coaching and performance monitoring of sales representatives
- Maintaining high levels of performance for customer service and sales metrics including: call answer rate, call quality, customer service ratings, order accuracy, etc
- Manage and improve operational processes, policies, and systems in support of the organization's mission and to improve efficiency and quality
- Create reports, metrics, and budget plans for the organization, as assigned
- Contribute to long- and short-term organizational planning which includes planning for initiatives geared toward operational excellence

### Souqamal

**May 2016 — Jan 2018**

Sales Team Leader

Responsible for providing direction, instructions and guidance to a group of individuals, who can also be known as a team, for the purpose of achieving a certain goal. Supervising, guiding and motivating, team members to help delivering good customer service.

Duties:

- Provide team leadership and coaching.
- Focus the team on the tasks at hand or the internal and external customer requirements.
- Coordinate team logistics.
- Familiarize the team with the customer needs, specifications, design targets, the development process, design standards, techniques and tools to support task performance
- Assure that the team addresses all relevant issues within the specifications and various standards
- Provide necessary business information
- Communicate team status, task accomplishment, and direction
- Provide status reporting of team activities against the program plan or schedule
- Keep the project manager and product committee informed of task accomplishment, issues and status
- Serve as a focal point to communicate and resolve interface and integration issues

- with other teams
- Escalate issues which cannot be resolved by the team
- Provide guidance to the team based on management direction
- Coordinate the review, presentation and release of design layouts, drawings, analysis and other documentation
- Coordinates meetings with the product committee, project manager and functional management to discuss project impediments, needed resources or issues/delays in completing the task

## **Abu Dhabi National Insurance Company**

**OCT 2014 — MAY 2016**

Customer Care Coordinator

Overseeing and coordinating the day to day running of projects by assisting managers and senior managers. Also involved in the development, updating and monitoring of business and action plans for improving customer service.

Duties:

- Process new insurance policies, modifications to existing policies, and claims forms.
- Obtain information from policyholders to verify the accuracy and completeness of information on claims forms, applications and related documents, and company records.
- Update existing policies and company records to reflect changes requested by policyholders and insurance company representatives.
- Process applications for, changes to, reinstatement of, and cancellation of insurance policies.
- Reviewing insurance applications to ensure that all questions have been answered, compiling data on insurance policy changes, changing policy records to conform to insured party's specifications, compiling data on lapsed insurance policies to determine automatic reinstatement according to company policies, canceling insurance policies as requested by agents, and verifying the accuracy of insurance company records.
- Review individual applications for insurance to evaluate degree of risk involved and determine acceptance of applications.
- Representing ANDNIC for Etisalat Staff Handling costumers queries and complaints
- Processing medical claims and fallow up with the payments
- Coordinating between Etisalat and ADNOC for medical cases Generating daily reports for day to day activity

## **Hewlett-Packard**

**Dec 2013 — Sep 2014**

Customer Service Representative

Resolve customer complaints via phone, email, mail, or social media. Use telephones to reach out to customers and verify account information. Greet customers warmly and ascertain problem or reason for calling. Assist with placement of orders, refunds, or exchanges.

Duties :

- Resolve customer complaints via phone, email, mail and social media
- Cancel or upgrade accounts
- Assist with placement of orders, refunds or exchanges
- Place or cancel orders
- Suggest solution for product malfunctions
- Attempt to persuade customer to reconsider cancellations

- Sell products and services
- Utilize computer technology to handle high call volumes
- Work with customer service manager to ensure proper customer service
- Close out or open call records
- Take payment information and other pertinent information

## EDUCATION

### **Bachelor's In commerce**

**jan 2007 — Jan 2010**

Advanced Academy

## REFERENCES

Tawfiq Qaddumi - Head Of sales Department

Contact no: 971 55 900 0156

Mohammed Salman -Head Of operations

Contact no: 971 56 725 0365

Shahryar Chaudhry - Head of Product

Contact no: 971 55 791 1815