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- English course at Berlitz Language Center

Work Experience

Call center executive at HSBC

3/2021-6/2021

- Manage large amounts of inbound calls in a timely manner.
- Seize opportunities to up sell products.
- Supporting credit cards inquiries.

Content Manager

- POC (point of contact) with clients of EMEA region.
- Write and edit training content, playbooks and job aids based on current business rules, operational processes and compliance updates.
- Create and maintain scripts and saved replies for Uber Riders teams, working closely with marketing.
- Create and edit process logic content that works on a global level.
- Use data to lead content audits and rewrites.
- Works closely with instructional designers and trainers to develop and update training curriculum.
- Use data to lead content audits and rewrites.
- Interpret and analyze metrics to determine content success.

Acting as Supervisor at Majorel Company:

10/2019-11/2019

- Responsible for maintaining high quality service.
- Follow communication procedures, guidelines and policies.
- Identify and assess customers' needs to achieve their satisfaction (C-SAT).
- Set quality and mis-escalated plan with the client to achieve the goals.

Operations Team leader:

8/2019-9/2019

- Checks the team performances on a daily bases and track it.
- Focus on the team results and coach them.
- Manage their attendance and adherence.
- Close monitoring AHT, ACW and hold.
- Set clear expectations to make them productive, to know what they are working towards.
- Motivate them to have a good environment and make them productive.

SMEs' Team Leader:

5/2018-7/2019

- POC in regards to training, support knowledge, new processes & queues implementation across EMEA and SSA.
- Created and enhance the support process to insure the reference-based knowledge over the person-based knowledge.

- Launched two new queues in the account as a Trainer/SME/Knowledge Lead to build up the process for each queue then delivered it to Ops. Management.
- Attended meetings with the client's Com. Ops. Managers to maintain the knowledge flow in old and new queues.
- Created trackers and brought different data analyses to build up the new knowledge base for new queues.
- Managing the team performance and their numbers to be the real manifestation of the support process while expanding the team to cover new scopes, new queues and new support channels.

1/2018-4/2018

SME at ECCO Outsourcing Company-Guess account (UK):

- Helping the CSRs to provide the customers with the best service
- Validating information with the CSRs based on the KBs.
- Handling the escalated calls.

Key Strengths

Languages:

- Arabic (Mother Tongue).
- English (Fluent).

Technical skills

Technically proficient in Microsoft Word, Excel, and Power Point.

Interpersonal skills

- Strong verbal and written Communication skills.
- Organizing and planning.
- Teamwork.
- Problem solving.
- Perseverance and motivation.
- Ability to work under pressure.
- Confidence.
- Adaptability.
- Creativity.
- Excellent interpersonal skills, demonstrated by communicating with clients, colleagues on the daily basis.