Qualifications Summary

Highly personable **Customer Service Professional and Sales**. Excellent skills in customer handling, negotiations and situation management.

* Talent for identifying customer needs and presenting the Service Desk process.
* Demonstrated ability to gain customer trust and provide exceptional follow-up, leading to exceptional customer experience.
* Achieved numerous complements either directly from customers or indirectly from account managers for “exceeded expectations” customer service..

# Professional Experience

**Vodafone-Cairo Egypt** (Nov 2008 to present)

Service Management Analyst

Vodafone Global Enterprise Remote Service Desk is set up to provide support to Global Account Managers and National Account Managers, focusing on reducing the number of administrative tasks that account managers currently handle, drive higher quality of data and therefore improved customer satisfaction by developing standard service management framework.

Main quantitative objective is to reduce NAMs workload by 20%, by taking away recursive standardized tasks and increase quality and customer satisfaction, by allowing the Account Managers to concentrate on their day to day tasks.

**Responsibilities:**

-          Respond to and advise the sales team on all the customer service needs and necessities.

-          Plan and estimate the amount of requests from the sales team in the UK.

-          Leading the day to day operations handling the sales team requests and inquiries. Management of live services for customer in local markets (“in-Life”) (ITIL Service

-          Support the production of the balance scorecard for Service Management, analyse performance data and continuously suggest where improvements can be made.

-          Responsible for incident management at local level (anything that impacts the customer experience i.e.: network outage, billing queries, etc.) (responsible for the management, resolution and status reporting of these)

-          Responsible for escalating within the local network and service issues within the local country

-          Has responsibility for problem management at local level (working with the local country to identify and address process issues in service processes).

-          Responsible for the implementation of local network changes as and when required, liaise with network on coverage and quality issues

-          leading and supporting the effective development and management of performance and reporting data

-          Drive through cost saving technologies to the customer (such as VCOL in the UK) and other e-commerce

-          Work as part of the MNC(Multinational company) Account team together with the Global Account Manager, Global Service Manager, Global Program Manager (from time to time) as well as the National Account Manager.

**Huawei Technologies Co., Ltd. –**

**Customer Care Representative**

*The Technical Assistance Center of Huawei Technologies in City Stars”*

Egypt GTAC is the department responsible of receiving technical problems from Huawei's engineers all over the world as an upper level of support.

**Responsibilities:**

1. Providing a world class level of support to all Huawei engineers over the world
2. Notifying the Headquarter immediately about fatal accidents happening to any of our customers in any country
3. Building a professional system for team members evaluation & enhancing the work flow
4. Handling the received emails
5. Dealing with some IT problems

**Orange Business Services– Cairo, Egypt   
*former equant, former SITA – France Telecom group***

##### **Technical Support Service** (May 2005 to April 2007)

Customer Service technical support to help customer open tickets to solve their problems with network connections and/or service disruptions. At the first year my evaluation was grade “A” so I became a Team Leader.

**Responsibilities:**

* Provide customers with product and service information.
* Identify, research, and resolve customer issues using the ticketing system.
* Follow-up on customer inquiries not immediately resolved.
* Complete call logs and reports.
* Recognize, document and alert the supervisor of trends in customer calls.
* Recommend process improvements.
* Provide on-the-job training/coaching for new employees, when requested.
* Follow up on customer complains, complements and service improvement plans
* Field-Engineer/Technician interaction
* Ticket closure and “Reason For Outage” preparation.

# Education and Training

### Education

### Bachelor Degree in Accounting • Cairo university-Faculty of Commerce – Cairo, Egypt

**Training Courses:**

* Computer Programming inAUC.
* CCNA (Cisco Certified Network Associate).( *Attendance)*
* PMP ( Emac Academy Center), (Attendance)
* **ITIL (CERTIFIED)**
* MS office XP
* Professional Accounting Diploma. ( Yat Center ).