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|  **PERSONAL INFO**DOB: 18-Apr-1985Nationality: EgyptianMarital Status: MarriedVisa: Resident**EDUCATION****College - 2002**Saint Mary’s English School for GirlsCAIRO - EGYPT**Bachelor Degree - 2007**Faculty of Arts, English Department – AIN SHAMS UniversityCAIRO - EGYPT**LANGUAGES** Arabic: NativeEnglish: Fluent**SKILLS**  |  |  |  |
| Planning & Organizational.Interpersonal & AnalyticalCommunication**Training Programs**Customer HandlingTrain the TrainerCommunication SkillsPresentation SkillsTeam Building Skills**AWARDS**Best Call Center Agent AchieverOrange Trainer’s Club Achievement Award  |  |  |  |
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| **PROFESSIONAL PROFILE**Highly motivated & energetic Administrative Specialist with 6+ years experience in administration & coordination role. An expert communicator who is known for multitasking & completion of assigned tasks within deadlines.**EMPLOYMENT HISTORY****ORANGE EGYPT** Customer Service Certified Trainer**Mar 2013 – July 2016**Department: Training & Development (Trainers Club Program)* Conduct training sessions covering specified areas such as on-the-job training, software, interpersonal skills, quality & process issues & product knowledge
* Select or develop teaching aids such as training handbooks, demonstration models, multimedia visual aids, computer tutorials, & reference workshops
* Test trainees to evaluate effectiveness of training
* Periodically evaluate ongoing programs to ensure that they reflect any changes
* Stay abreast of the new trends & tools in employee development
* Till date, covered 2000-2300 Hrs of delivery for 1250-1400 trainees

**ORANGE EGYPT** Administration Sr. Specialist**Jan 2011 – July 2016**Department: Customer Service Planning & Optimization* Monitor & report assets stock, & plan purchases according to budgeted HC, & damaged or faulty stocks.
* Contribute in the planning of technology outages impacting CS operation, ensuring the readiness of all the concerned CS teams
* Coordinate with Finance dep. to ensure delivery of Customer Service receipt notes within the agreed SLA to assure on time payments to suppliers
* Validate the Customer Service HC reports received from the CS entities & develop weekly & monthly HC reports, highlighting turnover & new inductions counts & variance vs. the planned budget
* Report customer complaints that exceeded defined resolution SLA using Siebel OBI to head of department
* Measuring call center team KPI, & their adherence to department rules

**ORANGE EGYPT** Training Coordinator**Jan 2010 – Dec 2010**Department: Training & Development* Track the training budget/catering/classes/attendees for the concerned departments/Management
* Maintain records & prepare regular statistical reports to evaluate performance of instructors & monitor progress of trainees/trainers
* Assign instructors to conduct training scheduled classes, based on availability of classrooms, equipment & instructors
* Evaluate training packages/materials, including outline, text & handouts written by instructors
* Monitor budget to ensure that training costs do not exceed allocated funds
* Plan Training sessions schedules & accommodate changes if required
* Attend meetings with different departments to obtain information useful to their needed training sessions
* Monitor instructors adherence during sessions & laboratory demonstrations to evaluate their performance

**ORANGE EGYPT** Sr. Customer Service Agent**Nov 2007 – Dec 2009**Department: Customer Service – Call Center* Handle all incoming calls on the assist hunt for both consultation & escalation
* Timely communicate right, accurate & full information to Customers
* Recommend & follow up on intranet updates to ensure its accuracy
* Communicate with other Customer Services sub-divisions to handle all relevant inquiries of both external Customers & internal Customer
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