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| MarwanMarwan.349221@2freemail.com  |
| overview |
|  |  Ten years of professional experience, contact center and team management, Sales, marketing and operations, highly creative, recognized as a results-oriented and solution-focused individual.  |
| PROFESSIONAL EXPERIENCE – Dubai UAE |
|  | Team Leader - CONTACT CENTER & Operation**Cupola Group MEA**Currently supervising the United Arab Bankcontact center & CCRUAccomplishments:* Reducing the contact center yearly budget by reducing the number of agents, the IVR system improved to handle many of the customers requests, agent were trained to handle calls with more efficiency in less time and a new improved shift schedule was implemented according to peak hours.
* Developing a new training plan which include soft skills, product knowledge, process and applications.
* Creating a product manual and a complete knowledge base easily accessible by the contact center agent.

Duties and Responsibilities:* Prepare call center performance reports by collecting, analyzing, and summarizing data and trends.
* Monitor and evaluate the quality of call center agents and call handling.
* Accomplishes call center human resource objectives by recruiting, selecting, orienting, training, assigning, coaching, counselling, and disciplining employees; administering scheduling systems; communicating job expectations; planning, monitoring, appraising, and reviewing job contributions; enforcing policies and procedures.
* Develop call center systems by developing customer interaction and voice response systems, and voice networks; designing user interfaces; developing and executing user acceptance test plans; planning and controlling implementations.
* Determine call center operational strategies by conducting needs assessments, performance reviews, capacity planning, and cost/benefit analyses; identifying and evaluating state-of-the-art new technologies; defining user requirements; establishing technical specifications, productivity, quality, and customer-service standards; contributing information and analysis to organizational strategic plans and reviews.
* Establish best practices through the entire policy support process. Ensure customer service is timely and accurate.
* Supervise the activities and work volume of the Contact Centre.
* Set a daily plan for outbound tasks, prepare the outcome reports to the marketing team and to the analyst team.
* Translating contracts, training materials, manuals and contact center inbound / outbound scripts.
* Payroll (Overtime calculation, bounces, Dedications, Allowances).

Previous projects within Cupola Group (Team Leader)Altayer loyalty program (Amber) contact center.Ministry of Culture and Knowledge Development contact center.Bain & Company (US) (NPS / Delight Calls)for Altayerretail stores.MBC –Tecnosat activation line.PM Connect (UK) Deactivation line (3rd party mobile services provider for du and Etisalat)Revworld (US) (Etihad Waletplus Credit Card) contact center.C3 Card - contact centerTranscore(US) - SALIK toll gates operators in Dubai. | **Feb 2012- Present** |
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| PROFESSIONAL EXPERIENCE – Amman Jordan |
|  | Sales and Customer Service Representative | Feb 2011- Feb 2012 |
|  | Umniah Telecommunications, Leading mobile carrier in Jordan**Customer Service Representative (Part Time)** Jan 2010 – Feb 2011Extensya:Outsourcing company for flydubai, Saudi airlines, du, Orange JordanHR Officer Jul 2010 – Feb 2011Integrated Logistics and Shipping, LTD  |
| education |
|  | Bachelor Degree in EnglishTranslation | 2010 |
| The Applied Sciences University, Amman - Jordan* Member: English club (2008-2010)
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| computer skills |
|  | AVAYA CMS supervisor, Genesys Administrator, Insights, CCPulse+, Web-Based applications, Microsoft Office. |
| Key Skills |
|  | • Time management skills• Leadership character• Excellent communications skills• Organizational skills• Team Player • Positive attitude• Research abilities Self-Motivated |
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| Special interests |
| Photography, Movies& Astrology |
| Training and Certifications |
| Information Technology Training Institute 2000- 2001Amman, Jordan |  |
| Diploma in Information technology technical supporting, the training included (MS Office, Computer networking) |