## Mostafa

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**Objective:**

Looking for a challenging BI/MIS position that would utilize my experience to the max and offer a good learning and development opportunity, and aid in a mutual growth to both the company and myself.

**Profile:**

Has more than 8 years of experience in the field of MIS and BI (reports, analysis and forecasting). Highly talented, energetic and self-motivated professional with a distinguished set of records and achievements. Highly skilled at organizing tasks and establishing priorities to increase efficiency and achieve maximum results from limited material and resources**.** Offering ability to work under high pressure and adapt easily to fast paced and highly stressful situations requiring attention to detail. An outstanding and dedicated team player with strong analytical and problem solving skills. Possesses excellent communication skills and have been noted for positive attitude with co-workers and clients.

**Education Qualification:**

Cairo University (Egypt) - Graduated from the Faculty of Commerce (B.A in Accounting)

Completed and Graduated in September 2004

**Professional Experience**

**Business Intelligence Officer**

**Finance House (P.J.S.C.)**

**September 2015 – Till Date**

Responsibilities:

* Responsible for reporting all retail related achievements and projections numbers from a strategic, financial and operational perspective.
* Responsible for the following technical components from the business perspective.
* Data Exploration, Preparation and Staging (Identifying sources of extraction, and manage preparation of data for transformation and loading (ETL)
* Data Warehousing - Manage the DWH components related to the retail business (Financials, Products, Sales, etc.).
* Reporting - Responsible for reporting retail related financials, sales acquisition, attritions and portfolio trends. Aggregate reports on all levels, including products, customers, RMs and branches, etc.
* Analytics - Responsible for analyzing data trends and forecasting. Data modeling and training to aid business in decision making.

**Senior MIS & Workforce Management Analyst – Alternate Channels**

**The National Bank of Ras Al-Khaimah (P.S.C.)**

**June 2013 – September 2015.**

Responsibilities:

**MIS Analyst and WFM Officer**

* Develops reporting capability and maintains MIS portfolio on all Auto Loan activities.
* Provides management with all required reports.
* Creates MIS Excel forms for the Auto Loan.
* Develops sales reports and performance presentations for the department.
* Supervises reports flow and maintenance.
* Maintenance of applications’ errors.
* Carry out all MIS related tasks for the Operation units within the agreed timescales and to a high degree of accuracy.
* Work closely with the Manager on designing and developing MIS reporting packs.
* Collect /extract data to create daily/weekly/monthly MIS based on guidelines within the Operations & IT area.
* Establish source and capture transaction processing volumes, and/or set up procedures to automatically capture them on a daily basis or at a set frequency.
* Ensure all tasks carried out comply with Bank operating policies, procedures and standards
* Identify and recommend improvements to procedures and processes to improve process and service levels
* Provide support to other team members as required to assist in the smooth operation of the department.
* Maintain awareness of the department's Business Continuity Plan and undertake appropriate training to ensure correct action is taken in the event of an incident or disruption
* Perform any other duties or tasks as required or instructed by the line manager to support the MIS for the operations unit.
* Ensure compliance with policy, procedures, standards and reporting requirements, plus any relevant regulatory and statutory requirements.
* Comply with the staff code of conduct at all times to ensure a positive image of the Bank is presented to all customers both internal & external.

**MIS & Workforce Management Analyst – Alternate Channels**

**Abu Dhabi Commercial Bank**

**Dec 2010 – June 2013.**

Responsibilities:

**MIS Analyst**

* Develops reporting capability and maintains MIS portfolio on all Contact Centre activities.
* Provides management with all required reports.
* Creates MIS Excel forms for the Contact Centre.
* Develops sales reports and performance presentations for the department.
* Supervises reports flow and maintenance.
* Maintenance of applications’ errors.

**WFM Officer**

* Creates Contact Centre Forecasting and Workforce Management Application in MS Excel
* Prepares Call forecasting and ensure + 15% accuracy on the set parameters.
* Develops a working schedules for the inbound call agents and follows up the required modifications
* Analyzes Contact Centre metrics and provides direction to management on possible improvements in scheduling, call routing and business model to meet departmental goals and key performance indicators.
* Manages long-term forecast / staff plan and leads monthly staff plan / budget meeting
* Liaised with Human Resources, Recruitment and Training to coordinate the hiring and training of new employee resources
* Works with Training and Operations to coordinate multi-skill training for existing agents
* Oversee intraday management of scheduling procedures, analysis of real time workload requirements, and call routing to manage performance to service level requirements
* Responsible for maximizing efficiency and occupancy while meeting service objectives
* Does the analysis and reporting of employee performance including schedule adherence
* Recognizes and recommends operational and supports improvements
* Performs other duties and assignments as directed

Senior Call Centre & Floor Management Officer.

**Abu Dhabi Commercial Bank (ADCB) (AUG 2008 till Dec 2010) UAE.**
Customer Service Representative and shift senior

* Ability to deal with all the banks applications (SIEBEL / VISIONPLUS / FLUXCUBE / LAPS).
* Provide internal and external customers with accurate information regarding ADCB products.
* Handle telephonic enquiries and cross selling of ADCB retail banking products.
* Provide correct information to all customers regarding their accounts, credit cards, loans etc.
* Answer customer queries and resolve simple complaints immediately.
* Cross sell various retail banking products and generate leads.
* Capture complaints and forward to service quality team.
* To be customer focused and answer customer queries with confidence.

**Training Programs with ADCB**

* Achieving successfully Service Excellency (TURNING POINT), (Certified).
* Providing exceptional service and high quality performance inbound calls ADCB (Certified).
* Banc assurance training
* Customer First
* Fundamentals of banking
* Telephone techniques
* Selling skills Workshop
* Anti money laundering measures,
* UAE banking law
* Communication skills Workshop
* Customer focus Workshop
* MEETHAQ the new Islamic banking window in ADCB

**Achievements:**

* Awarded an Achievement Certificate from ADCB (Abu Dhabi Commercial Bank) for adding value on Service Level Management, Data Analysis & Forecasting in Contact Centre and CATS (Cross Sell, Acquisition & Telesales) units.
* Best senior in call monitoring in 2010
* Certificate for providing exceptional service and high quality performance on inbound calls in 2009.
* Recognized the highest sales target in 2010.
* Recognized for exceeding client’s expectation for excellence.
* Recognized rewards and several commendations for active participation in suggestion schemes, from which many were implemented (suggestions to improve staff satisfaction).

**Customer Service Officer**

**Vodafone Egypt**

**Feb 2006 – August 2008.**

* Handling Customer phone calls coming into call center.
* Requiring solving Customer’s problems and fulfilling their requirements
* Promoting new products and services and educate the customers on how to use them while adhering to the company’s policies and procedures.

**Personal Info:**

* Date of Birth: July. 17th, 1983
* Marital Status: Married
* Nationality: Egyptian

**Languages:**

* Arabic: mother tongue
* English: fluent

**Computer Skills:**

* Database development (PL-SQL), administration and management (MS SQL Server and Oracle).
* Visual Basic Application (VBA).
* Good understanding and command of computer networking applications and management.
* Good theoretical understanding in computer operating systems.
* General computer skills (including MS Office suit).

**Financial & Business Understanding:**

* Good financial concepts understanding in practice and theory.
* High competency in financial and business reporting (BI).
* Good understanding of financial products and services offered by financial firms (features and parameters).
* Good understanding of credit policy and parameters.
* Good customer insight.

**Worked on the following banking applications:**

* Oracle Seibel CRM
* Talisma CRM
* Avaya CTI.
* Flexcube Core Banking System.
* T24 Core Banking System
* Vision-Plus Credit Card System.