**Ahmed**

**Ahmed.367639@2freemail.com**

**Objectives**

To obtain a challenging post at your reputable organization that will utilize both my educational background and professional experience to contribute to the organization’s strategic goals achievement and simultaneously provide excellent opportunities for career development and personal growth. An aspiring team worker, hardworking and dedicated professional who wants to meet the challenges posed in the industry and to contribute towards the growth of the organization along with the self-motivation.

**Experience**

**Qatar Airways**

**Customer Service Officer (Head of Customer Contact Center)** Dec 2013 – Dec 2016

* Managing a team of 164 in Doha Contact Center which includes multiple sections reservation team (Inbound Calls) & the E-commerce (Online support) and all other customer, reservation and flights related services.
* Responsible for operational aspects of the Contact Center, managing service quality and service levels through teams by adhering to redefined set standards.
* Developing, coordinating and implement policies and procedures through close monitoring of operations and sales results.
* Work with the learning and development department to align trainings and individuals development as well as the new joiners.
* Working closely with the OCC, Customer Care, and Ground Departments to maximize efficiency of the service and staff utilization.
* Managing, organizing and coordinating with all other departments among Qatar Airways to help the staff solve their new/pending requests “On-Boarding,

Accommodation, Medical tests, immigration and any HR related requests.

* Coordinate with the senior managers of the real-time team as well as the WFM to ensure achieving the required SL.
* Develop and implement better strategies and business processes internally which will improve the workflow.
* Working to KPI's as per the Contact Center guidelines as well as providing exceptional Leadership in order to establish the unit as a quality service provider.
* Ensure implementation of quality system and work closely with support teams to align operational objectives and goals.
* Perform regular meeting with the team leads in order to ensure the highest performance is provided by all teams.

**DubizzleME FZ LC**

**Regional Customer Service Manager** Sep 2010 – May 2013

* Sets and achieves customer service department goals and results by using

“best practice” leadership and management principles and ensuring adherence to organizational procedures, policies and systems.

* Managing a team of 16 customer support executives for both UAE & MENA teams, including two supervisors.
* Develop the job performance standards and goals for all the customer service team to achieve the organization`s customer service goals and standards.
* Assist in the development and the implementation of processes across the organization to ensure tremendous efficiency in reduced costs and improved clients service. Through participating in all meeting with the technical team and build up a preapproval system along with the sync up of the ticketing system.
* Establish and maintains timely and thorough reporting to founders on all customer service management facets of the organization.
* Assigns and direct the workflow to ensure excellent services are delivered through appropriate staff planning and scheduling to meet/ exceed all department goals.
* Accountable for the management, guidance and performance of team`s members.
* Investigating and solving customer’s complaints / issues, which may complex or long- standing problems that have been passed on by customer assistant.
* Developing feedback procedures for customers to use along with the marketing team.
* Direct point of contact with Dubizzle outsource partner, provide a full feedback report about their performance to ensure the best clients services.
* In charge of all recruitments in the department, the contact point between HR & customer service department about staff activities or any HR related issues.
* Responsible for the training of the staff (New Joiner & current employees) to ensure a high standards customer service.

**Emirates Integrated Telecom Co. Dubai UAE** Jun 2006 – Sep 2010

**Customer Care Team Leader**

* To manager the day-to-day operation and problem solving os agents to meet with the required service level components.
* To develop the team performance to ensure delivery of a consistently superior customer experience by highly knowledgeable and customer focused agents.
* Managing reporting a team of 15 customer service representatives, a team of more than 5 nationalities with different culture.
* Operational management: managing the floor, adherence to schedule.
* Ownership and problem resolution.
* Call monitoring, coaching and feedback, responsibility for delivery of the defined customer experience in every call.
* Conducting performance appraisals for the team.
* Communication and being a focal point of dissemination of information from management to team vies versa.
* Work closely with the team members to solve customers’ issue, as well as understand the agent’s problems and weak nesses to address to the management.

**Gulf Agency Company, Amman Jordan** Jul2004 – May 2006

**Customer service officer / Airfreight Coordinator**

**Customer Service Officer**

Working as customer service representative, helping customers with all their inquiries and complains and assist them in all their requirements. Receiving customer calls, issuing the delivery orders and the documents needed for any customs formalities.

**Airfreight Coordinator.**

Responsible for managing high profile clients. Liaising with airline handlers, overseas agents, carriers and provide them with all quotations they need, good knowledge of customs clearance regulations and procedures, coordinate all activities to customers, a confident telephone manner, excellent customer service skills and a great working

attitude, processing import and export airway bills, monitoring basic import and export clearance & delivery procedures at the airport.

**Education**

**Arab Community College, Amman Jordan**

**July 1999**

Diploma “Travel & Tourism Management”

**Certifications**

•Shu`aTraining Center – Feb 2002 Distinctive technical and selling performance

•Dajani Consulting (Management Consultants) April 2002

Service Culture Workshop

•Jordan Telecom Training Center, 27th Feb – 14th Mar 2002 Service Culture Course (Technical for non-Technical)

•Excutrain Corporation of Jordan May 2004

Microsoft office Training Course (Intermediate Excel Course

•Coaching Skills Training Course Sep 2007

Emirates Integrated Telecommunication Co.

•Effective Customer Handling Aug 2007

Emirates Integrated Telecommunication Co.

•Seven Habits Course Apr 2010

Emirates Integrated Telecommunication Co.

•Business English Course, 36 Hrs Feb – Mar 2012 British Council

•Managerial Skill Training Apr 2012

Dubizzle.com

•Change Management training course, Mar 2013

**Skills**

* Challenging character

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Excellent motivation skills

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Excellent communication skills  Excellent leadership skills

**Languages**

Mother Tongue (Arabic)

Excellent oral & written English

***References to be presented upon request***