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| **Personal Data:** | * + - * Date of birth: 17th of March 1987.       * Nationality: Egyptian.       * Marital status: Single.       * Military status: Exempted. |
| **Education:** | * University: Cairo University. * Faculty : Mass Communication * Degree: B.A. * Grade: Good * Graduation Year: May, 2009. * Department : Public Relations & Advertising * Graduation project: Advertising campaign for Costa Coffee * Graduation Project Grade: Excellent. |
| **Overview & Objective:** | To obtain a Challenging position in Customer Service or Sales & Marketing with a strong desire To achieve my professional goals , excel at my hired position , ensure management satisfaction towards my performance and to develop my skill set enhancing my career growth along with organizational growth  **Specialties :**   * Sales and Marketing * Customer Service * Operational Management * People Management & Development * Customer and Public Relations * Social Media and Inter-nations Communication * Business Management & Development |
| **Experience:** | * **Managing Partner at “ Béchamel Food Products “ –** August 2013till present * **Subject Matter Expert (supervisor) at Sutherland Global Services(BPO) ,** AT&T Value Consumer “ Jan 2011-Aug 2013 “ * Handling Customer Escalation and Follow-ups * Revenue Coaching and Product Knowledge Skill Transfers * Managing Team AHT/Sales Daily Targets   + - Performing Sales Validation Process and Handling Cancelled/Chargeback/Churn * Delegated to Team Manager Role * **Support Professional at Stream Global Services(BPO),** Sirius-XM Radio Feb 2010 – Jan 2011. * Handling Inbound Inquires and Customer Escalations * Performing Cross and Up-Selling * Customer Satisfaction and Quality Assurance * **Managing Director at “El-Didi Food Products.”, (Family Business)** – From Jan 2008 – Feb 2010. * Recruitment, Screening and Hiring of Production Staff * Supervising Production Process and Day to Day Production * Processing Documents and Handling governmental legal affairs   + - Handling Finance and Revenue Analysis * Marketing and Sales process / Market Analysis * Purchasing and Quantity/Quality Surveying * **Front Desk / Duty Manager at Ocean Glow Motel ,** Seaside Hts. , New Jersey Summer 2007 for 6 month * Handling Reservations “ Walk-ins , Phone , Fax , E-mail “ * Sales and Marketing / Market Analysis * Handling Guest Relations * Supervising Motel Staff / House Keeping and Day to Day Operations * Reporting to Motel Owner “ Finance Reports “ * Handling Legal Affairs and Security Management |
| **Training and Courses:** | * **AT&T Managers Academy Diploma “ April 2012 “** * Coaching Tactics and Techniques * Accountability Sessions * Setting Expectations * Acceleration Huddles * Motivation Techniques * Time Management & Task Prioritizing |
| **Work Achievements** | **Sutherland Global Services** “ Jan 2011 – Present “   * Best Team Performance as SME * Managed Employee Development for West Team * Consistent TOP 5 Rank Globally as SME * Handled Training and Talent of Employees * Managed Employee Relations Committee of SW Team * Developed Training Material of AT&T - U-verse |
| **Computer Skills:** | * Good Command of Microsoft Excel “Reporting Basics/Formulas/Functions “ * Good Command of Analytical Skills and Reporting * Good Command of Microsoft Power Point & Presentation Skills * Excellent Command of Windows 7/8 and Social Media |
| **Language &**  **Skills:** | * Arabic : Mother Tongue * English : Fluent “ Spoken / Written “ |
| **Communication & Interpersonal Skills :** | * Excellent Communication & Negotiation * Team Management & Building * Good Command of Presentation Skills * Creativity and Taking the initiative * People Management and Development * Behavioral and Learning Style Management * Competitive analysis * Brand marketing * Product Launch |

**All References and Certificates are available upon request**