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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
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| **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
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| **Language &** **Skills:** | * Arabic : Mother Tongue
* English : Fluent “ Spoken / Written “
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| **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
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**All References and Certificates are available upon request**