**Hossam**

**Hossam.307079@2freemail.com**

Dear Sir/Madam,

I am introducing myself as a candidate with over 10 years of diversified yet extensive experience in the Contact Centres, Customer Service, Project Management, Vendor Management & field Operations.

I also have a good experience in a Regional post for a huge Financial Services organization.

Over the years I managed to successfully manage teams that ranged from 15 to 500 employees. Starting with setting project plans to monitoring project progress, milestones and contingent plans and UAT testing’s till the go live phase and finally Business as usual.

I successfully set the KPIs for the projects and teams as well the performance reviews.

I over looked setting the budget as well as profit and loss across the different projects.

I managed teams of fresh graduates to managers along with clients from different industries and regions as well as different fields and industries.

I am genuinely interested in the announced vacancy within your esteemed organization with the diversity of tasks and I believe I have the experience, knowledge and exposure that qualifies me for the role.

**Hossam**

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**Objective:**

A skilled professional with outstanding interpersonal skills with an extensive hand on experience in Customer Relationship Management, Project Management, Customer Experience, Vendor Management & Field Operations. Looking for an opportunity within a reputable organization where I can utilize and enhance my skills.

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**Education:**

**Bachelor Degree**, Faculty of Law (English Department), Alexandria University, 2005.

**Victory College,** 1999.

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**Languages:**

* **Arabic:** Mother Language
* **English:** Excellent
* **French:** Fair Communication

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**Training Courses:**

* **Account Management:** Teleperformance Paris, France, April 2011.
* **Graduate of the Teleperformance University (TPU) Mexico, Generation 7, November 2010.**
* **Teleperformance Operational Processes & standards (TOPS):** Certified TOPS coordinator & Trainer from TP Institute – TP France.
* **Outbound Supervision:** Certified Outbound Supervisor from Teleperformance Institute – Teleperformance France.
* **Inbound Supervision:** Certified Inbound Supervisor from Teleperformance Institute – Teleperformance France.

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**Projects**

* **Video Contact Center for the Disabled - QATAR**
	+ Introducing the 1st contact center in the state of Qatar for the disabled citizens and residents, specialized in the sign language.
	+ **Responsibilities:**
		- Project Owner and Sponsor
		- Project Implementation
		- Design of processes, scenarios & flows
		- Collaboration & Execution with vendors
* **Government Contact Center Chat BOT – QATAR**
	+ Introducing the 1st contact center in the state of Qatar using the Microsoft Chat BOT – a cognitive solution to help customer with their inquiries without human interference.
	+ **Responsibilities:**
		- Project Management / Implementation
		- Design of processes, scenarios & flows
		- Collaboration & Execution with vendors
* **Qatar Post Customer Service Transformation Assessment.**
	+ Complete assessment for revamping all customer service points in Q-Post which has direct contact with customers.
	+ **Assessment included and was not limited to:**
		- People Capabilities Enhancement
		- Processes Enhancement – Current and proposed / QA, TR, Process mapping & Service Manuals Creation
		- Technology Enhancements
		- KPIs Enhancements
		- Timelines for Implementation of proposed processes
		- Cost Efficiency plans
* **Qatar Tourism Authority Services Centralization - QATAR**
	+ Services centralization between contact center and services departments in terms of:
		- Integration of all e-services with contact center covering general inquiries and complaint management.
		- Single platform to be used by all functions of the authority from first line – billing
		- Complete new telephony setup to link all out of country offices with HQ in Qatar and to reflect in Contact Center
		- Integrating telephony system with CRM
		- Recording calls inbound & outbound and incidents linkage.

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**Work Experience:**

**Manager, Operations, Ministry of Transport & Communication “MOTC”, September 2016 – Present**

MOTC is responsible and executing the contact centers channels for the Qatar Digital government, under the direct supervision of the Prime Minister of the state of Qatar and outsourced to Malomatia which is the technical arm for the ministry. 39 Government entities with 62 LOBs : *Ministry of Education, Supreme Health Council " PHCC" Section, Primary health Care Corporation,Hamad Medical Corporation “HMC” Ministry of Economics and Trade ........ etc.*

Managing Outsourcing Unit “Malomatia” adding to presvious job responsabilities the following:

* Managing Qatar Government Contact Center
	+ 423 CSR, 26 TL, 4 SUPVs, 2 CCMs
* Managing clients relations and accounts management
* Managing department revenues and P&Ls
* Managing Implementation team
	+ 2 Project Managers
* Managing Sales Team
	+ 2 Sales Associates
* Managing QA Team, Function wise not entity wise.

**Manager, Contact Centers, Ministry of Transport & Communication “MOTC,” September 2015 – Present.**

MOTC is responsible and executing the contact centers channels for the Qatar Digital government, under the direct supervision of the Prime Minister of the state of Qatar.

*Ministry of Education, Supreme Health Council " PHCC" Section, Primary health Care Corporation, Ministry of Economics and Trade ........ etc.*

**Managing Qatar Government Contact Center.**

* Increase the availability, accessibility, and effectiveness of e-services to residents and businesses.
* Enable an integrated and efficient government through innovative use of ICT Improve government transparency and stimulate participation in the democratic process.
* Ensure Normal Day to Day Operations of all projects enrolled in the 2020 Initiative for the Qatar State Digital Government.
* Implementation of new projects/governmental authorities enrolled in the Qatar Government Contact Center "QGCC"
* Ensure all KPIs met for all projects.
* Managing 2 redundant and DR sites in Egypt & India as offshore destination for Qatar CC.
* Ensure Staffing levels and performance of all agents through leadership.
* Ensure Invoicing and recording of service completion against invoicing and minimizing penalties occurred from nonperformance.
* Engagement with WFM team to mitigate any risks in CC capacity
* Engagement with QA team to ensure efficiency of agents and leadership in CC
* Engagement with MOTC to ensure service is delivered as per stake holders’ view.
* Managing all related departments in line with contact center business, PM & Sales
* New proposals review & new implementation plans developed for new clients
* Farming & Hunting new opportunities with sales team.
* Responsible for target achievement for business and cost control through P&L.
* Projects Transformation short & long terms.
* Processes assessments and gap analysis.
* Value chains for new processes.

**Regional Operations Manager, The Western Union Company “Vendor Manager”, October 2013 to September 2015.**

* Managing Network Agent operational effectiveness and support objectives consistent with regional goals, worldwide standards.
* Focus on the core and ensure business operational.
* Managing agents/prospects’ operational and technical requirements and deliver solutions by applying sound project management techniques.
* Implement global operational projects at regional level, by adapting to country and agent requirements.
* Providing Network Agent training and retraining to optimize service delivery and business growth.
* Handle daily operational issues by addressing them to appropriate solution providers to ensure proper resolution is delivered and documented.
* Manage the current distribution network through detailed analysis and continuously improve brand delivery by focusing on brand visibility and service quality
* Proactively develop working relationships with key personnel within each Network Agent organization.
* Manage new Network Agent enrollment process,
* Launch Money Transfer service, new products, and services, with Network Agents in assigned region.
* Make on-site program changes to software and communication scripts as needed, with support and guidance of Systems and Communication Departments.
* Ensure regional and headquarters personnel receive timely and accurate reporting on service delivery, problems, and business opportunities.
* Manage a team of 3 FTFs “field task force” performing the following activities:
	+ Ensuring consumer experience is addressed properly by vendor
	+ Periodic visits to vendors’ locations
	+ Locations assessments and audits
	+ Refreshing dormant locations through assessing needs and requirements
	+ Installation of POS materials and visibility
	+ Locations Training
	+ Performing live customer surveys at locations

**Contact Center Service Delivery Manager META "Middle East, Africa and Turkey," “Vendor Manager” Lenovo Technology BV., November 2011 to September 2013.**

* Responsible for Lenovo Middle East, Africa & Turkey Call Centers present in Cairo, Egypt and Bucharest, Romania & Istanbul, Turkey.
* Responsible for Day to Day operations. Through a set of KPIs indicated in contracts between Lenovo & Vendors.
* Responsible for Call Center – Service partners, relationship in the regions.
* Responsible for cost reduction, this is measured by fix on phone, labor and parts dispatch/incident, and call volume reduction by guiding customers to use E-support.
* Transforming call center to revenue center instead of a pure cost center.
* Responsible for EMEA Social Media Team assigned to Lenovo forums, Twitter, Facebook and other Social Media engines.
* Responsible for Global Account and Key Account premier support by hotline setup and new offering providing.
* Manage the Call Center vendors through performance review and pay for performance.
* Responsible for the creation of transition plans for new call centers in the region and the Implementation of the transition plans.

**Teleperformance Egypt – November 2007 to November 2011.**

**Operations Account Manager - Project Manager, March 2011 to November 2011.**

***Managing 8 projects in IT and Financial sectors.***

* Projects managed are:
	+ Dell Technical Support Center, Lenovo Technical Help Center MEA, Intel Sales Center MENA as well as Sony Ericsson Contact Center MENA, Wind Canada & Samsung UK Technical Support Center.
	+ Siemens Call Center Egypt (Implementation & Ops Management), Nokia Care Center MEA, Western Union Contact Center and Barclays Contact Center Egypt (Implementation & Ops Management.)
* Managing 14 teams of 186 contact center agents, 1 CCM, 13 Supervisors & 5 ACMs (Assistant Contact Center Managers).
* Managing 4 Teams for Wind Canada of 178 agents, 1 CCM, 2 ACMs and 8 Supervisors.

***Account Manager Duties & Tasks:***

* Monitoring and following up the performance of the managed CCM and ACMs, in accordance to Teleperformance managing model.
* Managing the clients’ relationship & Invoicing.
* Responsible for the expansion of managed projects in terms of new business, farming existing accounts and hunting new opportunities.
* Forecasting, planning and provisioning the monthly / Annual plan for the managed projects
* Overall companies’ new opportunities, sizing, staffing, cost models including depreciation and amortization costs models and implementation if awarded the business.
* Handle all the KPI and Financial reports and presents them to the Group.

**Operations Contact Center Manager - Project Manager, July 2010 to February 2011.**

* Samsung UK Project: Managing 13 teams, 204 Technical Support Representatives, 13 Supervisors & 7 Quality Monitor Agents.
* Handling different lines of business, supporting UK, Ireland customers through Inbound Calls and e-mails.

***Contact Center Manager Duties:***

* Monitoring and following up the performance of the managed Supervisors in accordance to Teleperformance managing model.
* Clients Relationship.
* Preparing periodic and daily financial and non-financial reports requested by Teleperformance & clients e.g. (MIS & P&L Reports)
* Train the Supervisors for the new KPIS and clients’ processes.
* Monthly Invoices.
* Creating the following on monthly basis:
	+ MIS reports for the clients.
	+ P&L reports for managing the projects in terms of Direct Cost, Revenue & Gross Margin.
	+ Quality Monitoring Sheets according to the global standards of Teleperformance.
	+ One to One sheets for Supervisors & Agents for performance enhancing.

***Project Manager Duties:***

* Proposals, Pricings, Sizing & Staffing of projects.
* Internal kick off meeting with various departments in the company for project review.
* External kick off meeting with clients for project discovery and Mile Stone creation.
* Preparation & Assignment of the “Tiger Team”.
* Preparation of Project Plan.
* Coordination with Company’s various departments with responsibilities & tasks.
* Following up on Company’s various departments’ duties & Tasks according to Project Plan.
* Weekly meeting with clients for update and review of project plan.
* Finalizing project plan and testing phase for project.
* Final Meeting with clients before “GO LIVE”.
* Project Launch.
* Hand over project to the assigned manager.

***Responsible for after “GO LIVE” Accounts Management.***

**Operations Assistant Contact Center Manager - Project Manager, April 2008 to June 2010.**

* Managing 13 teams, each of 8 -13 Contact Center Representatives on average & 11 Supervisors, handling different outbound campaigns for
* Projects Implemented & Managed:
	+ Citibank, Sony Ericsson, Intel, Siemens, ACE, Alico, Lenovo, Western Union

**Operations Supervisor, November 2007 to March 2008.**

* Managing a team of ***46*** contact center representatives, working on handling different outbound campaigns in ***“Citi Bank”*** project (Sales & Acquisition and Loans.)

**Intel Sales Center, Outsourced by Raya Contact Center, August 2006 to October 2007.**

**Senior Account Specialist, April 2007 to October 2007.**

***Handling the below mentioned tasks in addition to the following:***

* Coaching & monitoring a team of 6 of my colleagues who handle ELN & GCC Intel accounts.
* Delegate on behalf of the Sales Center manager whenever he was not around.
* Being the **SAP** specialist which is a tool used in our daily tasks.

*Chosen from Intel & Raya to represent our Sales Center in a conference that was held in* ***Swindon – UK*** *to discuss different issues related to the Sales Centers World Wide.*

**Account Specialist, August 2006 to April 2007.**

* Handling all Intel’s Sales Accounts in U.A.E, through conducting phone & conference calls as well as emails.
* Dealing with small, medium & large business corporations in terms of sales, warranty, awareness & promotions of different Intel products.
* Guiding resellers throughout the process of upgrading their membership from one level to another as well as educating them the benefits of the program in each level.
* Trained to use the SAP web based application as the main tool for our daily tasks.
* Broaden the sales channel through decreasing the number of non-buying accounts by 20 %.
* Dealing with Intel authorized distributors in U.A.E & reviewing the impact of Intel (old & new) products on the market.

**Marketing Representative, September 2005 to October 2005.**

* Member of Promoters Marketing Team in Mobinil Live Festival in Alexandria City Center.

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**I declare that all information given by me in this application for employment and any sheets attached hereto are true to the best of my knowledge and I have not willfully suppressed any material fact.**

**I accept that if any of the information given by me in this application is in any way false or incorrect, my application may be rejected, any offer of employment may be withdrawn or my employment with the Company may be terminated summarily or I may be dismissed from the Company.**