

# Hadeel Ahmed

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## Summary

7 Years of Experience in Contact Center handling various client requests & managing overall quality of employee etiquette with the customers. Created multiple systems of Knowledge distribution using intranet websites, promotional posters & by compiling necessary data for quick, efficient & effective data distribution among large number of employee groups.

## Experience



### Quality Assurance Specialist

Lebara Mobile KSA

Dec 2015 - Present (7 years 1 month +)

Currently working as Quality Specialist at Etisal International where I monitor the Lebara call center's overall quality performance which includes:

1. Grading Overall Call Quality of agents
2. Grading Social Media conversations Quality of agents
3. Coaching & training agents on key points of error
4. Presenting overall targets achieved with details weekly to required teams



### Web Developer

ETISAL International Group

Feb 2016 - Present (6 years 11 months +)

Currently working as a Front-end web developer for various projects of Etisal KSA such as Lebara, Samsung & Saptco, I've created multiple Knowledge distribution intranet.

Following are some of the Projects I handled:

Samsung (From September 2021 - Present)

Lebara (From March 2016 - Present)

V Mobile (From December 2019 - Present)

Saptco / ReKab: (From January 2017 - Present)

Ministry of Sports: (From October 2021 - Present)

Saudi Exports (From November 2018 - Present)

Below are some of the features that were present:

1. An intuitive CMS using Word press for quicker updates
2. Appealing & Intuitive UI.
3. Easy to use navigations.
4. Images to assist knowledge distribution.
5. Search functionality.
6. Data sorting & navigation for addresses or store locations.
7. Post Ratings

8. Logins for Users
9. Multiple languages functionality & more.



## **Graphic Designer**

ETISAL International Group

May 2017 - Dec 2021 (4 years 8 months)

Worked as a Graphic designer for projects of Etisal KSA to assist knowledge distribution.

This Includes:

1. Creation of Educational videos explaining various tasks or processes.
2. Creation of Educational posters explaining various tasks or processes.
3. Creation of reward banners & certificates for Employee of the month.
4. Creation of educational banners for various intranet sites.



## **Documentation Supervisor**

Lebara Mobile KSA

Oct 2019 - Oct 2019 (1 month)

Designed & supervised the creation of Customer service documentation booklet for Lebara Mobile containing the following features:

1. Precise and easy to understand processes on how to handle calls
2. How to troubleshoot various issues
3. Precise details on how to use available softwares
4. Details on how to handle customer complaints or requests



## **Customer Service Representative**

Lebara Mobile KSA

Aug 2014 - Dec 2015 (1 year 5 months)

## **Skills**

Quality Assurance • Web Development • Graphic Design • Coaching • Training • Document Management • Bootstrap • Customer Service • Customer Support • Image Editing