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Professional Summary

Tech-savvy Operations and L&D Specialist with 5+ years' experience in customer service, internal systems, and training design. Built scalable tools—like a ticketing system saving SAR 200K/month—that boosted efficiency, learning, and team collaboration.

Education

- Bachelor of Commerce – Kafr Elsheikh University
- Major: English Accounting | Grade: Very Good | 2018

Courses

- Google Project Management Certificate – Coursera (Dec 2024)
- Lead Program Certificate – License 2 Lead (Dec 2024)
- Leadership Program – Atos (Nov 2024)
- Microsoft Excel 2016 Part 2 – New Horizons (Nov 2024)
- Banking Fundamentals – Egyptian Banking Institute (May–Jul 2020)

Experience

Senior Learning & Development Specialist – The Chefz

Nov 2024 – Present

- Designed and implemented internal training strategies to enhance workplace culture.
- Created a centralized KB system (Infini Base) serving Ops, Support, and Training.
- Delivered coaching and leadership development programs across departments.
- Built Elevo Core Flow: Real-time ticket tracking and analytics dashboard.
- Developed and launched an internal team management system for task planning, scheduling, and tracking—streamlining operations and improving team alignment.
- Maintained SOPs and standardized documentation for efficient workflows.
- Generated performance KPI reports and analyzed feedback for continuous improvement.

Operations Advisor – The Chefz

Jul 2022 – Nov 2024

- Managed live chat support using Zendesk: late confirmations, incorrect items, refunds.
- Handled vendor-related complaints, coordinated with internal stakeholders.
- Coordinated with internal and external stakeholders to ensure seamless order fulfillment and resolution of customer inquiries.

Customer Service Representative – Elshawwa Group

Sep 2020 – Jun 2022

- Managed cash drawer operations and ensured transactional accuracy.
- Resolved billing issues and handled returns to optimize customer satisfaction.
- Assisted customers with complaints, processed orders, and provided product information.

Reservation Specialist – Farahat Tours

Jul 2018 – Jun 2020

- Managed customer reservations via phone and email, handling bookings, modifications, and cancellations.
- Provided reservation confirmations and maintained accurate ticket and payment records.

Languages

- Arabic: Native
- English: Fluent (spoken and written)

Skills

Technical Skills

- Microsoft Office (Word, Excel, PowerPoint)
- Google Sheets & Docs
- System Documentation (SOPs, Policies)
- Front-end knowledge base creation (GitHub Pages)
- Basic system design & dashboarding (Infini-base, core flow)

Soft Skills

- Ability to work in fast-paced environments and adapt to changing priorities
- Leadership & Team Motivation
- Project Execution & Prioritization
- Public Speaking & Presentation
- Analytical & Problem-solving
- Detail-oriented & Organized

Achievements

The Chefz

- Employee of the Month – 3 consecutive times for service excellence.
- Designed 'Ticket Maker' system: saving SAR 200,000/month.
- Launched Infini Base: Centralized KB platform serving Ops, Support & Training.
- Developed and launched an internal team management system.
- Developed and delivered a full Coaching & Leadership Development Platform.

Elshawwa Group

- Awarded 'Best Assistant (2021).
- Successfully led department solo during absence, exceeding sales targets.