

## Personal Information

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Mohamed Farid Amin

☎ +971586409291 | +971503441020

✉ [mohamed.fbaky@gmail.com](mailto:mohamed.fbaky@gmail.com)

[in linkedin.com/in/mohamedamin2025](https://www.linkedin.com/in/mohamedamin2025)

## Profile Summary

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A results-driven professional with extensive experience in leadership, system integration, and cost optimization. Recognized for exceptional leadership and innovative solutions that drive efficiency and cost savings. Through my long experience handling large number of inputs and data, I've learned the process of cleaning, analyzing, interpreting, and displaying data using different approaches and business intelligence tools, uncovering key insights that lead to better informed and successful decision-making. My background and growing up experience have given me a deep insight into the culture and society together in UAE. Able to rapidly gain required skills, knowledge, identifying process gaps and improvement opportunities.

- ✓ 10+ years of experience in Telecommunications\Loyalty\Shopping malls Contact Centre operations.
- ✓ Deep knowledge in **COPC** standards & Metrics.
- ✓ Advanced skills and experience in Access, Excel, and Power Bi
- ✓ Six Sigma\DMAIC standards.

## Key Achievements

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- Successfully transitioned the project and rebadged employees from the previous outsource provider, ensuring a comprehensive understanding of system functions and the stability of new technology (Genesys Cloud services).
- Acquired in-depth knowledge of all processes related to the new system, including reporting and auto-dialer functionalities.
- Facilitated the understanding and integration of chat and email platforms (Zendesk, Infobip).
- Designed and implemented outbound campaign processes, including workflows, documentation, and efficiency reports.
- Achieved annual cost savings of \$29,000 by developing and implementing an escalation management platform with the available resources.
- Achieved annual cost savings of \$22,000 by designing and implementing a Power BI operations dashboard.
- Implementation of a new knowledge base with advanced features, including AI capabilities.
- Recognized by Majid Al Futtaim as the most engaged ambassador in 2023.
- Awarded by Teleperformance as the top achiever supervisor for Q4 2023.

## Work Experience

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### ❖ Recent Job:

#### ❖ Operations Supervisor Oct'21 till Oct'24 (Teleperformance Dubai)

❖ Operations Supervisor - Majid Al Futtaim.

- ✓ Aug'23 till Oct'24 Majid Al Futtaim Shopping malls Operations.
- ✓ Oct'21 till July'23 Majid Al Futtaim Loyalty Program.

- Assist in the formulation of targets for individuals and teams.
- Hire and onboard new employees.
- Answer questions from staff and provide guidance and feedback.
- Anticipate escalation and take over calls when needed.
- Devise ways to optimize procedures and keep staff motivated.
- Measure performance with key metrics such as call abandonment, calls waiting etc.
- Keep management informed on issues and problems.
- Prepare weekly/monthly/annual results and performance reports.

### ❖ Previous jobs

#### ❖ May'19 till Sep'21(RAYA Contact Center)

New Launch of Majid Al Futtaim Loyalty application (SHARE App)

❖ Chat & Email agent.

- Responsible to act as a liaison between the Leading UAE based shopping malls, retail, leisure giant and its customers through live chat or email.
- Maintain the company's worldwide reputation by serving on the frontline of customer experience with excellent communication skills and providing satisfactory solutions to a diverse range of queries.

#### ❖ Apr'18 till Apr'19

Etisalat UAE – Mobile\Home Swift disk Agent - RAYA contact center - Dubai

- Responsible for investigation, resolution and reporting of all customer-related complaints.
- Input all complaints onto the UCMS database, reporting and seeing through to completion.
- Escalate all unresolved issues/complaints to concerned sections.

#### ❖ Aug'17 till Mar'18

Senior Account Advisor for Prestige Segment project.

- Bi Language Technical Support (AR\EN)

#### ❖ June'15 Apr'17

Etisalat UAE – Mobile\Home Services - RAYA contact center – Dubai

- Bi Language Technical Support (AR\EN)

#### ❖ May'14 till May'15

Etisalat UAE \ Smart Phones - RAYA contact center (Egypt)

- Bi Language Account Advisor (AR\EN)

## Skills

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- ✓ Proficient in a vast array of Operating systems & Software, concepts, and technologies, including:
  - Word, Excel, Power Point (**Expert**).
  - Access database (**Intermediate**).
  - Windows ,LINUX. (**Advanced**).
  - Power Bi for data visualization (**Advanced**).
- ✓ Exceptional listening and analytical skills.
- ✓ Planning and organizing - Refined planning and organizational skills that balance work, team support and ad-hoc responsibilities in a timely and professional manner.
- ✓ Multi-Task Management, Organizational Skills, Prioritization, Proofreading, Reading Comprehension.
- ✓ Problem solving, Ability to work in group, creativity, coping with pressure.

## Languages

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**English:** Fluent

**Arabic:** Native

## Education

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Cairo university – Egypt

**Major:** Business Administration, Investment and Financing.

## Training & courses

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| ✓ <u>6 Sigma- Yellow belt</u> | - Kennesaw State University (Implement, perform, interpret, and apply Lean 6 Sigma |
| ✓ <u>6 Sigma- White belt</u>  | - Basic concepts of Six Sigma & productivity\Performance improvement.              |
| ✓ <u>Operations analytics</u> | - Data collecting technologies and business development                            |
| ✓ <u>Customer Analytics</u>   | - Smart and effective marketing decisions.   |
| ✓ <u>Strategic Leadership</u> | - leadership skills, people management & Critical thinking and management          |
| ✓ <u>BBSA</u>                 | - Enhanced Presentation & Project Development Skills.                              |
| ✓ <u>Oracle DBA (11g).</u>    | - Certified Oracle Database Administrator.   |
| ✓ <u>Microsoft A+</u>         | - Certified Hardware and Operating system technologies.                            |
| ✓ <u>English</u>              | - Endorsed by Cambridge College Britain.   |
| ✓ <u>Aviation studies</u>     | - Avionics Major (Civil Aviation institution – Egypt).                             |

## References

1. Direct manager: Hossam Raslan (**0544281544**)
2. Majid Al-Futtaim Client: Rima Soliman (**0505608989**)