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OBJECTIVE

- Seeking a promising position in a multinational company, where I will contribute in it's foundation, enrich my experiences and take my skills to a higher level of professionalism.

EDUCATION

- Faculty of Commerce & business administration, Accounting Major, English section, Helwan University. (2010)
- Secondary School: St. Fatima El Hegaz Language School. (2004)
- Preparatory School: St. Fatima El Hegaz Language school. (2001)

EMPLOYMENT

• Team Manager at Centro GS



(2019 - 2021)

Centro Global Solutions is a multinational boutique provider of customer contact solutions and business process management. Provides call center and business process outsourcing services in North America, Europe, Middle East and Asia Pacific regions.

- Team Manager at Global health care management

Global health care management is a big network of pharmacies and Durable medical equipment providers that provides patients with the needed medical services over the United States through their medical insurance (governmental or private) at a little to no cost

As a Team leader I'm responsible for the following:

- Responsible for providing full support over my team in all related daily tasks and responsibilities assigned to the agents.
- Responsible for providing meetings / coaching sessions on periodical bases and when needed.

ENTERPENEURSHIP

- Responsible for floor management including maintaining discipline, adherence to break schedules, dress code,...etc
- Responsible for providing analysis for agents performance / adherence.
- Responsible for motivating the team towards achieving higher performance and over achieving the targets
- Responsible for providing upselling strategies for new comers along with clarifying all the agents related processes and product knowledge.
- Contributing in providing solutions for daily issues that could come up from time to time.
- Contributed in campaigns management / dialer management
- Responsible for keeping performance records and calculating the KPIs for the team every month

The environment of call centers is a harsh environment as it requires adapting a positive attitude all the time or else it could lead to a high negativity which could lead to failure in achieving the requested targets, that's why I always focus on motivating the team as well as keeping their minds into the game as this Line of business is involved so much with upselling, through time and experience I learned to mix managerial styles depending on the different situations that might take place.

• Owner and Founder of FUEL FASHION



(10/2015 – 2017)

FUEL FASHION is an online fashion startup, store & brand specialized in men apparel, offering a wide variety of casual wear assortment for males "T-Shirts, Shirts, Pants, Shorts, Tanks, underwear, and a lot more " accompanied by a factory dedicated for FUEL FASHION production line, accompanied with a full logistical & warehousing operations team dedicated for processing orders and final delivery to the customers covering all provinces among Egypt.

FUEL FASHION is the winner of the highest first day revenue achiever startup by Shopify for 2016



- Responsibilities
 - Founder, Owner and CEO at FUEL FASHION
 - Handling all tasks at micro level at the phase of initiation
 - Responsible for recruitment of the right calibers forming teams with the right mindset towards team work and goals accomplishment

- Responsible for managing the company's departments including the call center in-terms of inbound customer after sales support and outbound commercial telesales, manufacturing & design, warehousing, marketing and shipping.
- Responsible for running all the analytical operations to achieve a full understanding of the market and it's requirements
- Responsible for the store management of the official website including the website layout and the photo & content production of the assortments to achieve the representable benchmark required
- Responsible for the continuous improvement of the indoor operations to maintain a high service level
- Responsible for operating brainstorming sessions among the teams aiming to introduce new ideas to close the gaps within the process and reach more efficient outcomes
- Contributed with the British IT development company "Jeti" in developing an ERP system extremely tailored for our business needs

Jeti

- Closure

Sadly FUEL FASHION suffered greatly after Egypt's late currency devaluation as the market in return suffered a great depression and we lost the battle for investment and had to shutdown in Nov-2017

- Owner and creator of SafetyLoop android Application

Safety Loop is a full security app divided into 3 sections (Mobile safety, family safety & Car safety) preventing your device and car from getting stolen & retrieve them back if any got stolen as well as giving you access to your family's current location to check on their safety at any time.



(2018)

[Google play store link](#)

- Owner and creator of Buya android Application

Buya application gives you the chance to win up to \$10000 worth of purchases every month when you trade off one of your pre-owned products for any other product you like through Buya Market, or you can just sell it through the market and make some money.



[Google play store link](#)

• Employed at Jumia Egypt



(9/2012 – 2015)

Jumia is considered one of the fastest growing ventures and the #1 online shop destination in all Africa, offering a broad range of products including the biggest online fashion store, consumer electronics, household goods, toys, sports equipment and many more, covering all segmentations of products, targeting all segmentations of customers.

• Production Department Founder & Coordinator

(9/2012 – 11/2012)

Production Department is one of the most weighted departments over Jumia as it's responsible for transforming all products in to photos displayed on the website following the latest fashion styling trends.

- Founder of Production Department.
- Responsible for flowing all Jumia products in to the production process, once they are inbounded in to the warehouse.
- Responsible for coordinating with Jumia's other departments for scheduling the arrival of the products in to the production department.
- Responsible for closing all the communication gaps between Production and other departments.
- Responsible for insuring that all products arrived to production has gone through and out of the production process.
- Responsible for insuring the perfection of the process operations to achieve a high quality outcome.

• Production Department Supervisor

(11/2012 – 2014)

- Responsible for training all new comers on how to handle MS Office including Excel, PowerPoint.
- Responsible for optimization of the production process aiming customer satisfaction.
- Responsible for designing the production operating system (PMS) Production Management System.
- Responsible for designing the process trackers using Google Docs as a substitute for the (PMS) until it becomes operational.
- Responsible for Building Production KPIs and driving all the numbers needed for analyzing the team's performance.
- Responsible for creating new tools and equipment to facilitate the production process and increase the process quality.
- Responsible for creating a new linkage process between inbound department and production department to eliminate all the process gaps and increase it's efficiency and speed.

- Responsible for managing the production team internally, handling all kinds of field decision making, and daily crises.
- Providing Excel and Google Docs training to the production team and other JUMIA candidates.
- Providing Brainstorming sessions to the team's supervisors to build new working approaches and come up with new ideas to increase the process efficiency, speed and quality, all in the sake of increasing customer satisfaction.
- Contributing in building the strategic growth plan with relation to the department's logistical & operational aspects.
- Responsible for detecting and eliminating all misstatements incurred by the team candidates, and educating the team with all the needed tools and skills to deliver a high quality outcome "Teach them how to work efficiently".

• Worked at Stream Global Services



(10/2010 – 8/2012)

Stream Global Services is a premium American business process outsourcing provider of sales, customer care and technical support services for many Fortune 1000 companies.

- Services Support Specialist (10/2010 – 3/2011)
 - Working as customer service agent targeting **(SiriusXM)**, the world first satellite radio broadcasting corporation supporting U.S.A & Canada.
 - Insuring customer satisfaction and getting their feed back about the service they receive.
- On-Line sales support Supervisor (3/2011 – 9/2012)
 - Providing online sales support trainings as well as sales strategies for newly hired agents.
 - Responsible for developing sales strategies for achieving targeted sales over satellite receivers.
 - Providing after sales support including sales returns, exchanges.
 - Handling credit card payments and refunds.
 - Investigating fraudulent activities regarding illegal sales and unauthorized payments.
- Worked as an affair organizer and marketer at International Fairs Group (IFG). (2006 – 2009)
- Sales trainee at Union Engineering for Industrial Instruments one of UEG Group. (2004)

PRE-GRAD
EXPERIENCE

TRAINING COURSES

- Oracle JAVA SE 8
- Google Android 5 application development
- Information technology institution (ITI) course for business process outsourcing (BPO) provided by (EDU Egypt), This course included development of soft skills: communication and negotiation skills, presentation skills, attention to details, MS office and English language in different accents.
- Sales Skills Training (UEG).
- English Conversation Courses (A.U.C).

SKILLS

- Analytical Thinking.
- Strategic Thinking.
- People's Management.
- Communication Skills.
- Entrepreneurship Skills.
- Leadership Skills.
- Management Skills.
- Organizational Skills.
- Teamwork Skills.
- Perfect Google Doc, Excel, PowerPoint Skills.
- Working word Skills.
- Perfect Command of English spoken & written (American & British).

PERSONAL DATA

- Date of birth : 4/8/1988
- Place of Birth : Cairo, Egypt

REFERENCES

- Furnished upon request.