

Munira Negash Hussien

Phone

+1 (647) 551 9115

EXPERIENCE

Call Center Quality Analyst

Toronto, ON

- Consistently sent immediate emails to supervisors and provided instant feedback on performance concerns, disconnected calls, and auto-fail calls.
- Participated in internal calibrations with Quality and Operations and ensured consistent scoring.
- Responsible for being an objective liaison on behalf of the client to the vendors.
- Participated in assisting with Quality lessons and improved quality performance.
- Tracked call results and conducted trend analysis based on results of monitors and improved.
- quality and training needs.
- Performed contact call center monitoring and evaluated and reported all agents within the regional territory.
- Actively used quality management system to compile, track, and trend agent performance.
- Communicated with center leadership and Corporate Customer Service Team and socialized call.
- center performance and observed performance gaps.
- Analyzed call trends, identified agent and call center training opportunities, and provided.

Customer Service - Room Monitor

Toronto, ON

Ontario Dental Association

- Performing case analysis
- Perform other duties as assigned by the advisor.
- Developing recommendations
- Answer client questions as it relates to servicing their accounts.
- Organizing and archiving financial planning data for each client
- Conducting client meetings for data
- Preparing for client meetings

SKILLS

- Practical knowledge of SQL and database concepts
- Interpersonal communication skills
- Java, HTML, CSS, SQL, C#
- Software development
- Adaptability
- Teamwork
- Agile frameworks

EDUCATION

Software Engineering Technician –Diploma

Financial management, Science, and technology University.