

Muhammed Khalifa

00971508168892, 00201277855223

Objective:

Dynamic and results-driven professional with a Bachelor's degree in Mechanical Engineering and extensive experience in customer retention, team management, and project development. Skilled in driving operational excellence, enhancing customer experience, and implementing innovative solutions to optimize business processes.

Education:

- Bachelor of Science in Mechanical Engineering, Ain Shams University, Cairo, Egypt, 2016

Work Experience:

Development Manager, Contact Centers

OSN, Dubai

February 2023 - Present

- Spearhead the implementation of the Genesys omnichannel solution for enhancing customer experience and engagement.
- Lead the development and deployment of solutions using Microsoft Power Platform, including Power Apps, Power Automate, Power BI, and SharePoint.
- Drive contact center performance reporting and analysis to provide insights for data-driven decision-making.
- Champion business process automation initiatives and resource optimization strategies.

DTH Systems Manager

OSN, Dubai

April 2022 - January 2023

- Managed Direct-to-Home (DTH) systems operations to ensure seamless service delivery and customer satisfaction.
- Collaborated with cross-functional teams to develop and implement system enhancements and upgrades.
- Oversaw system maintenance, troubleshooting, and performance optimization activities.

Customer Retention Manager

OSN, Egypt

September 2021 - March 2022

- Led the customer retention team in developing and executing strategies to reduce churn and increase customer loyalty.
- Implemented targeted retention campaigns and initiatives based on customer insights and data analysis.
- Monitored key performance indicators (KPIs) and conducted regular performance reviews to drive continuous improvement.

Customer Retention Team Manager

OSN, Egypt

August 2017 - August 2021

- Managed a team of retention specialists to achieve retention targets and objectives.
- Provided coaching, training, and mentoring to team members to enhance their skills and performance.
- Analyzed customer feedback and market trends to identify opportunities for improvement and innovation.

Customer Retention Executive

OSN, Egypt

December 2016 - July 2017

- Handled customer inquiries, complaints, and escalations with a focus on retaining customers and resolving issues promptly.
- Utilized effective communication and negotiation skills to retain at-risk customers and win back former customers.

Skills:

- Project Management
- Team Leadership and Development
- Customer Retention Strategies
- Business Process Automation
- Data Analysis and Reporting
- Microsoft Power Platform
- Genesys Omnichannel Solution
- Operations

Languages:

- Advanced in English (IILETS Score 7.5)
- Arabic is Mother Tongue

Certifications:

- Microsoft Power BI Data Analyst.

References:

Available upon request.