

# Abdullah Allam

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## SUMMARY

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Detail-oriented professional with a strong background in back-office operations, system management, and customer service. Experienced in handling databases, working with CRM platforms, and collaborating with IT teams for troubleshooting and system enhancements. Skilled in Excel data processing, workflow optimization, and process automation. Adept at ensuring seamless operational efficiency through technology-driven solutions. Seeking to transition into an IT-focused role while leveraging extensive experience in business operations and customer support.

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## EXPERIENCE

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### Back Office & System Support

Sony Middle East and Africa FZE

October 2024 – Present, UAE / Dubai

- Manage and maintain company databases, ensuring data accuracy and seamless integration across systems.
- Work extensively with CRM platforms, updating records, troubleshooting minor system issues, and optimizing workflows.
- Collaborate with IT teams to resolve system malfunctions, implement updates, and improve operational efficiency.
- Utilize Excel for data management, reporting, and analysis, applying automation techniques where applicable.
- Monitor and report system performance issues, proactively identifying areas for improvement.
- Assist in streamlining back-office operations through technology-driven solutions.

### Senior travel consultant

Carlson Wagonlit Travel

December 2022 – August 2024, Egypt / Cairo

- Delivered exceptional support for the UK Ministry of Defence, ensuring all travel arrangements adhered to strict policy guidelines and client specifications, while utilizing advanced booking and CRM systems.
- Managed and maintained travel databases, ensuring accurate data entry, system updates, and seamless integration with company platforms.
- Troubleshot booking system issues and diagnosed system faults, collaborating with IT teams to resolve software-related challenges and enhance platform efficiency.
- Developed excellent working knowledge of industry-specific technology trends, improving workflow processes and system automation.
- Prepared timely and accurate financial reports using Excel, incorporating data analysis and process optimization techniques.
- Created structured plans and communicated deadlines, utilizing project management tools to ensure timely task completion.
- Collaborated with staff to optimize budget tracking through data-driven financial insights.
- Leveraged CRM platforms to track customer inquiries and convert maximum inquiries into sales through efficient and technology-driven customer service.

## **Senior Trainer**

**Etihad Airways Outsourcing**

**February 2021 - November 2022, 05 settlement / Cairo**

- Developed and implemented learning management systems (LMS) to streamline training processes and track employee progress.
- Conducted system training sessions for new hires, ensuring proficiency in company software, CRM platforms, and internal databases.
- Designed and facilitated an interactive training program for over 200 employees, leading to a 30% increase in productivity through tailored technology-driven learning solutions.
- Organized and maintained digital training materials, multimedia visual aids, and e-learning resources to enhance accessibility and engagement.
- Managed and maintained structured training logs, tracking performance metrics through Excel and database systems.
- Collaborated with IT teams to optimize training platforms, troubleshoot system issues, and improve user experience with internal software tools.
- Assisted with interdepartmental training programs, focusing on system efficiency, automation, and process improvement.
- Ensured compliance with company policies by implementing automated auditing tools for monitoring adherence to procedures.
- Conducted system accuracy checks, identifying and resolving discrepancies to improve workflow efficiency.

## **Travel Advisor SME**

**EgyptAir Outsourcing**

**January 2020 - January 2021, 05 Settlement / Cairo**

- Supervised all agents on the floor, ensuring efficient operations and exceptional service delivery.
- Briefed and prepared new hires, equipping them with knowledge and skills for successful performance.
- Provided real-time support and guidance to agents during shifts, resolving any arising issues promptly.
- Played a pivotal role in maintaining high-quality service standards across the team.
- Processing Exchanges, Cancellations for Flight reservations using Amadeus GDS System.

## **Customer Service Agent**

**Vodafone UK**

**May 2017 – December 2019, Smart Village / 06<sup>th</sup> October**

- Provided prompt and efficient customer support, handling inquiries regarding billing, technical issues, and service plans.
- Resolved customer complaints and concerns by identifying root causes and offering practical, customer-focused solutions.
- Guided customers through troubleshooting for mobile, internet, and broadband services, ensuring swift issue resolution.
- Assisted customers with account management, including plan upgrades, billing inquiries, and service adjustments.
- Educated customers on Vodafone's products and services, helping them choose the best solutions based on their needs.
- Focused on retaining customers by offering personalized service and addressing any dissatisfaction promptly and effectively.
- Managed high call volumes while maintaining quality service and ensuring customer satisfaction with each interaction.

## **EDUCATION**

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### **Al Azhar institute**

Al Azhar Institute • Cairo / Egypt • 2013

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## **CERTIFICATIONS**

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### **Outside Employment, Financial interest and what is GDPR**

CWT • 2023

### **Managing sensitive information and High-Risk Locations.**

CWT • 2023

### **Non-Retaliation and the Ethics Helpline**

CWT • 2023

### **Protecting confidential information and Tactics to prevent bribery**

CWT • 2023

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# COURSEWORK

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## Front-End Web Development

ALX • 2024 • Programming

## Microsoft IT Support Specialist

Coursera • 2025 • IT Specialist

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# SKILLS

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- Active Listening & Empathy
- Call Center Operations
- Cross-cultural Communication
- Time Management
- Quality Assurance
- Team Collaboration
- Technical Communication
- Technical Problem-Solving
- Customer Interaction & Empathy
- Multi-Channel Support
- System & Application Support
- Documentation & Reporting
- Soft Skills for IT-CS