

# KARIM MOHAMED ELTAYEB

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Location: Dubai, UAE (Transferable/Employment Visa) available to join immediately



## Key Attributes:

An astute performer with over 10+ years of experience in the areas of Strategy and Growth, Contact Center, Customer Services, Customer Care, Operations, Recruitment, Banking, Digital Marketing, Customer service and Client Relations Manager, Car Auctions, Customer Engagement, Team Coordination & Client Servicing, Staff Training & Mentoring with an extensive background in executing projects with various leading organizations namely Amazon, Sellanycar.com, Union National Bank. (UAE) and Qatar National Bank (Doha, Qatar) Al-Albaddad International (UAE), Proficient in achieving service standards for business excellence; possess a proactive attitude and demonstrated abilities in cementing healthy relationships with clients and rendering effective service. Exceptional communication, interpersonal, administrative, problem solving and leadership skills. Thrive in work situations requiring an ability to manage multiple and concurrent responsibilities. Excel in both independent and team work environments. Specialties: Effective Communication, the ability to make up myself with the surroundings and thinking analytically Willing to relocate: Anywhere

## Education:



**1999-2005 Egyptian Higher Institute for Hotels & Tourism**  
**Bachelor of Tourism & Hospitality**

## Professional Experience:

July 2021 to Present

### **McCollins Digital Marketing – Dubai**



Position: **Customer Service and Client Relations Manager**

- Responsible for the daily running and management of the mccollins media customer services ensuring the provision of optimal client service through the management of new leads, addressing and resolving client queries and concerns, as well as the management of outbound client campaigns.
- Restructured Customer service to ensure the Availability of the essential teams (Quality, Engagement, BackOffice).
- Developing recognition programs and improving overall performance and level of quality.
- Manage Customer services staff, Team leaders, and trainers to achieve operational excellent.
- Sets and manages the achievement of performance targets for speed efficiency and quality to ensure client are addressed.
- Building positive client relations by checking in regularly and following up on active processes.
- Recommending product improvements based on client services feedback.
- Develop tactical social media marketing campaigns to increase online presence. Online competitions and promotional offers to drive traffic and sales.
- Ensuring your existing clients are satisfied through after-sales care, as well as gaining and using feedback.
- Handle complex and escalated customer service issues
- Implementing customer retention measures according to company's CRM strategy.
- Ensuring people development in the department (Agents, supervisors, team leaders, support function).

February 2018 to July2021

### **TPconnects Technologies - Dubai**



Position: **Customer Services & Operations Manager**

- 4+ years' experience in a B2B Account Management, Relationship Management or Customer Success
- Assisting in onboarding of customers to our self-service buying platform
- Manage and motivate the representatives to ensure a high standard of service
- Manage customer and other external inquiries
- Providing help / advice to customers, based on knowledge of Organization's products or services.
- Resolution of customer complaints as well as managing and organizing special requests.
- Hiring and training of new staff.
- Create better, more efficient solutions to improve customer interaction and handling of queries.
- Communicating professionally with customers by face to face, telephone, email and in person.

May 2016 to February 2018

**Al Baddad International - Dubai**

Position: **After Sales Service Manager**



- Maintain contact with clients to obtain customer feedback regarding product/service quality.
- Build and establish good work relationship with clients to facilitate increased patronage
- Communicating courteously with customers by telephone, email, letter and face to face
- Communicating courteously with customers by telephone, email, letter and face to face.
- Maintain contact with clients to obtain customer feedback regarding product/service quality.
- Assist clients in resolving issues and complaints concerning purchased products or services.
- Monitor contract details to notify clients of pending expiration and help process renewal.
- Direct and coordinate the customer service operation of a team to ensure clients are tended appropriately in line with set customer service standards.
- Regular management meetings with other departments to ensure cross divisional communication.

February 2014 to May 2016

**Sell Any Car.Com - Dubai**

Industry: E-Commerce

Position: **Customer Experience Manager/ Call Centre Manager**



- Developing plan, a team of agents (in-house or outsourced) to answer calls/ handle customer inquiries/ route calls to appropriate department/ document all call information according to standard operating procedures
- Build a great customer service experience.
- Setup customer services software.
- Train the team on Customer service; soft communication skills & negotiation.
- Prepare status report and traffic reports.
- Track customer complaint resolution.
- Preparing KPI's according to industry standards.
- Create reports for future business planning for Customer Service department.
- Manage Customer services staff, Team leaders, and trainers to achieve operational excellent.
- Handle complex and escalated customer service issues.
- Adjust "real time" of fluctuations in volume, handle time & adherence.
- Develops and implements a call monitoring framework to improve quality of customer services and minimize errors while tracking operative performance ensuring proper reports are being shared with plans to management.

June 2009 to January 2014

**Amazon.com- Dubai**

Industry: E-Commerce

Position: **Call Center Supervisor**



- Lead the Customer Services UAE Team managing the Contact Centre with over 95 team members for the largest E-commerce organization in the Middle East, across all key areas of Strategy, People & Processes, Technology, end-to-end Customer Engagement and Experience, Order Management, Delivery, Logistics and Supply Chain, Training & Quality, Daily Operations, Service Levels, and Channel Partner Relationships.
- Successfully achieved Employee of the Month and other recognition and training across Customer Care and E- Commerce division.
- Handle all consumer protection complaint.
- Defines goals and key performance indicators for each member of the team and ensures effective implementation of the performance management process
- Develops talent within the team by providing guidance, mentoring and coaching to achieve the defined goals
- Drives a culture of feedback and coaching in the Business Unit/ Department by providing feedback on an ongoing basis, identifying development needs and coaching the employees on the areas of improvement

March 2007 to February 2009

**Union National Bank - Dubai**

Industry: Banking

Position: **Customer Relationship Manager**



December 2005 to March 2007

**Qatar National Bank -Qatar**

Industry: Banking

Position: **Sales Product-Team Leader**



Jun 2004 to December 2007

**Barclays Bank -Egypt**

Industry: Banking

Position: **Sales Officer Branch**



**Languages:**     Arabic – Native.  
                             English – Fluent.

**Skills and Expertise:**

- Communications and time Management.
- Excellent organizational and interpersonal skills.
- Customer relationship Management.
- Problem Solving
- Strong leadership skills.
- Strong knowledgeable about the Customer Experience & Customer Relationship.
- Strong planning and execution
- Strong service delivery and stakeholder engagement
- Leadership skills
- Performance management
- Project Management
- Negotiation
- Analytical Skills

**Additional skills:**

- Jira System.
- CRM System.
- Back – Office.
- ARP System.
- Avaya Technology.
- PandaDoc.