

NERMINE AHMED KAMAL

Quality Assurance Specialist

CONTACT

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SKILLS

- * Attention to details
- * Adaptive
- * Self-motivation
- * Diligent worker
- * Communication Skills & Multi-tasking
- * Well-organized
- * Coaching
- * Time Management & Prioritization
- * Self-development
- * Sharing Knowledge
- * Best Practices & better efficiency
- * Leadership skills

LANGUAGES

- | | |
|-----------|--------------|
| * ARABIC | Native |
| * ENGLISH | Professional |

INTERESTS

- * Reading
- * Writing
- * Art Workshops

OBJECTIVES

Results-driven Quality Assurance Specialist with a keen eye for detail and a strong commitment to maintaining the highest standards of quality. Skilled in designing and executing comprehensive testing strategies, identifying process improvements, and ensuring compliance with industry regulations. Adept at collaborating with cross-functional teams to enhance product reliability and deliver exceptional customer satisfaction.

WORK EXPERIENCE

Quality Assurance Specialist (Udacity, Magdy Yacoub Foundation and Sadad)

09/2024 – Present

Centro CDX (Global Solutions)

- Responsible for monitoring and evaluating random call samples across three key accounts to ensure adherence to quality standards.
- Provide targeted coaching to agents by identifying errors and guiding them on effective solutions to improve call quality and customer experience.
- Conduct monthly Side-By-Side (SBS) evaluations by reviewing live calls with agents to assess their skills, offer real-time feedback, and reinforce best practices.
- Facilitate regular refresher sessions tailored to each client's specific requirements, focusing on critical areas to enhance agents' performance during calls.
- Promote professionalism and client-centric communication, ensuring agents consistently meet callers' needs and deliver exceptional service aligned with client expectations.

Customer Care Representative (Udacity)

07/2021 – 03/2023

Centro CDX (Global Solutions)

- Provide exceptional support to students across Egypt, the Gulf region, and international markets, guiding them through scholarship opportunities and paid programs designed to enhance their skills and career development.
- Manage and assist various key programs including the FWD initiative in partnership with the Egyptian Ministry of Communication, Deci scholarship for students aged 12 to 17, and Udacity Teams—an innovative corporate program aimed at upskilling employees globally.
- Communicate effectively with a diverse student base across Europe and Asia, ensuring adherence to course requirements and supporting their progress to foster continuous personal and professional growth.
- Deliver a high standard of customer service by addressing inquiries, providing guidance, and facilitating seamless student engagement with Udacity's educational offerings.

Customer Care representative (AT&T)

04/2021 – 03/2022

Teleperformance

- Prioritized addressing customer needs by efficiently resolving billing issues and assisting with bill payments.
- Supported customers in purchasing internet and cable services, providing detailed product information and guidance.

- Troubleshoot technical issues related to services, coordinating appointments with technicians or engineers when necessary.
- Facilitated mobile phone sales, contributing to increased revenue through commission-based sales efforts.
- Delivered excellent customer service to ensure positive experience and foster customer satisfaction and loyalty.
- Creating an automated solution using excel to replace the vanished WFM tool "Nice IEX" to be able to have everything.

Customer Care Representative (Mobile Billing- Business Broadband)

09/2020 – 04/2021

Vodafone UK

- Provided customer support across the UK, Ireland, and Scotland, handling inquiries related to mobile billing and broadband services.
- Assisted customers with bill payments, billing discrepancies, and technical issues via phone and video calls.
- Scheduled engineer appointments for complex internet connectivity issues and ensured timely resolution.
- Conducted detailed video call sessions to guide customers through technical troubleshooting, including socket setup and connectivity restoration.
- Maintained a high standard of service by delivering clear, solution-focused support tailored to customer needs.

ACCOMPLISHMENTS

[2024] Train Your Trainer (TOT) Certificate

EDUCATION

Faculty of Languages and Translation: English and Spanish Department

2016 – 2020

October 6 University - Cairo, Egypt