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| Moe Al-Soufi |

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# experience

## Bus & Govt Customer Ops Sr. Analyst | Verizon

02/20/2006 - Present

Responsible for complex activities associated with financial planning, financial and operational reporting and analysis, performance and risk management, and dealing directly with functional management for a B2B customer portfolio that generate $4+ billion. Provides analytical and project support for the Customer Contract Implementation Group of the Verizon Business Group and other business lines.

Manages highly complex projects and communicates only relevant information in an effective manner to a variety of audiences. Exerts significant latitude in determining objectives and has the critical thinking skills and business acumen to effectively plan and execute daily tasks. Is responsible for providing insightful strategic analysis in response to critical business questions using relevant data and collaborating with key business partners to understand the business question and determine the right approach for providing an answer. Additionally, takes on the responsibility for creating processes to drive the business efficiency and effectiveness and collaborates with key business partners to do so. Has a solid understanding of business processes and deep experience working with data to summarize the situation, answer a question or provide an extensive strategic analysis.

Expertly uses a variety of Business Intelligence tools to bring several data sources into one dashboard for clustering/segmentation, incrementality and cohort analysis. Possesses expertise in statistical/data mining concepts and techniques. Has good grasp of information technology concepts for data capture and data management. Expertly uses SQL for efficient data extraction (Data Warehouse, Oracle). Possesses exceptional skills in Excel and PowerPoint. Experienced in building, managing and growing relationships with stakeholders across cross functional teams.

**Key Achievements**

Developed an array of critical and complex Business Intelligence reports in order to provide analytical, operational and logistical support to the National Implementation team which manages a B2B customer account module generating over $4 billion annually.

Developed a customer account support to revenue audit that was used by the planning team to determine current and forecasted staffing needs and create an efficient staffing model thus saving money on operating costs.

## Supervisor/Sr. Manager On-Deck | Verizon Teleperformance USA

12/01/2001 – 02/19/2006

Managed a team of Technical Support representatives who handle advanced technical issues and customer escalations, troubleshoot and resolve issues including customer hardware and software, network configurations, and provisioning. Delivered daily team productivity reports while balancing multiple project workloads with high visibility and accountability. Coached and mentored team members. Measured individual team member performance at different intervals as needed. Designed and implemented development plans to align performance for success. Implemented corrective action when necessary. Assisted well performing team members with the next appropriate step in their career progression. Prepared annual performance appraisals of team members. Held team meetings to discuss current issues and present content including trainings on new procedures and products. Conducted New Hire interviews. Gave select targeted lectures to new hires as they were going through training classes as a part of a partnership between Leadership and the Training Dept to insure the success of the new hires and increase the graduation rate of the Verizon Technical Support Training program. Participated in Ops reviews with company leadership where current team performance and trends and future trends were discussed. Conducted Ops reviews as an acting Sr. Manager. Trained peers on several performance tracking systems and tools including center service level. Worked closely with the Quality Team to modify the rating criteria to resolve negative trends in the center quality scores. Cross trained as a Ops supervisor in order to run the Ops Desk as an acting or assisting Ops Sup when needed. Created tools utilizing MS Excel VBA Programming to assist in collecting and interpreting performance data on individual teams and the center overall. Worked closely with VZ vendor managers to align on processes and work towards achieving contractual requirements and fulfill Verizon's vision.

# Skills & Abilities

* Excellent business acumen and understanding of financial regulations and markets and accounting concepts.
* Excellent organizational, interpersonal, communication and operational skills.
* Experienced in performing independent research
* Proficient in Microsoft Office Suite (Access, Excel, Outlook, PowerPoint, Word, etc.) and other business related applications.
* Proficiency in data visualization applications (Tableau)
* Successfully meets aggressive deadlines and manage multiple projects with frequent interruptions.
* Excellent negotiation skills. Ability to communicate complicated concepts and to articulate a case for efficacy and preferred methodologies.
* Tableau, Salesforce.com, SharePoint Design and maintenance
* VBA Programming for Macro integration and interactive graphical user interface within refreshable Excel reports.
* MatchForm and Google web form design and maintenance including html integration
* Experienced in researching, developing and implementing data collection and reporting automation strategies to be used by all levels of the business for analysis and reporting and be consumed by several cross functional groups.
* Experience in evaluating potential operational processes, and designing new approaches and methodologies.
* Microsoft Certified Professional (MCP), A+, Network+
* Certified to handle government accounts at the Federal and SLED levels
* Analytical, Verbal and written communication skills
* Build and maintain professional relationships with internal and external Customers
* Problem solving and Multi-tasking
* Accountable and possesses Self-awareness/emotional intelligence
* Comfortable working with senior leaders and possesses ability to build and maintain their trust
* Strong interpersonal skills, including the ability to develop productive and collaborative relationships with various levels of management, peers, staff and other key stakeholders

# Education

## University of Phoenix

2013

Bachelor of Science: Global Business Management