**Mothanna Hereth**

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##### WORK EXPERIENCE

**Covalen Onsite Facebook– Dublin - Ireland Jul19/Present**

* **Job title: T&S – Escalation Specialist and Team POC**
* **Early Responds Night Shift +10 reps**
* Responsible for the administration of the workload system and skillsets of the team.
* Managing the regional workforce and workload capacity.
* Monitoring employee performance through coaching on quality and the market-specific requirements.
* Mentoring and support Reps performing coaching tasks & Policy Update within the team.
* Managing and developing individuals and team performance against expected productivity targets.
* Liaise with Policy Team to ensure that the policy information is alignment with training materials.
* Managing Market Teams and Responsible for the operational management of the respective groups including workflow, scheduling, team support and resource management.
* Collaboration with key stakeholders for training and ramp-up of reps to cover all skillsets for the projects.
* Maintaining and updating team Roster, schedule work forecasting for weekends in line with market needs and client expectations. Assisting my manager with Scheduling and Resource Planning including approving and managing holiday requests.
* Weekly sync with my manager to review Queue performance and formulate action plans for team improvements and maintenance.
* Responsible for enforcing and maintaining productivity trackers sending of daily/weekly performance results to Facebook Client and relevant stakeholders.
* Delivering/Coordinates Shadowing and Reverse Shadowing Sessions for new hires or reps trained in new flows or Policy.
* Responsible for organizing refreshers, shadowing’s or retraining for Reps according to the Action Plan.
* Tracking Team Performance and mentor in order to bring the team to a high standard of performance.
* Providing internal Facebook work tools training to new employees (Anchor Mentors, Team Leaders)
* Ensuring that all tasks and millstone’s projects are meeting the deadlines.

**Z IT Security – Dublin – Ireland Feb20/ Sep20**

* **Job title: Teaching Assistance**
* Responsible for answering the questions from students
* Go through the debugging process to find the issue
* Testing and measure performance and identify areas for improvement
* Investigating problems or the causes of the error
* Creating reports for clients and providing technical advice
* Maintaining and carrying out regular inspections

**CPL Solutions onsite Facebook – Dublin - Ireland Jun17/Jul19**

* **Job title: T&S – Quality Auditor & Quality POC (Arabic and Maghreb Markets)**
* Review reported content within agreed turnaround times and standards of quality according to policy.
* Comprehensively analyzing data and reports, identifying workflow inefficiencies and putting forward practical solutions.
* Collecting and analyzing policy tests and quizzes
* Communicating all Policy changes going live, including posting Policy Updates on market tribe and sharing them by email.
* Providing feedback on Policies in order to enhance Quality
* Proactively flagging insights, knowledge gaps, and issues and offering solutions for each Implementing changes to services, policies, procedures, resources and facilities in order to positively and flexibly meet business requirements.
* Prepare weekly and monthly team quality report for the client.
* Quality monitoring of the team performance per Facebook needs and requirements handling or raising escalations as appropriate with senior management.
* Review reported content within agreed turnaround times and standards of quality according to policy
* Recognize trends and patterns and escalate issues outside the company policy to the global team.
* Reviewed the Team mistakes, ensure appeals are done according to our client policy
* Conduct Quality/Coach Team Meeting to discuss the common mistakes and come up with action plans.
* Implementing weekly Action Plans in order to address Policy/Ops guidelines-related issues on the team. Follow up on the results on Quality, after Action Plan has been implemented.
* Ensuring that the SLA, accuracy and quality target are meeting Facebook requirements

##### EDUCATION

**TU Dublin (Tallaght campus) 2017/2021**

* ***honours bachelor of computer science***

**Dundrum College of further education 2016/2017**

* QQI Level 5 computer science

##### SKILLS & AFFINITIES

**Languages:** English, Arabic and Maghreb.

**Skills**:Microsoft, SQL, Programming, designing, communication skills, teamwork

**Self-reading:** Advance software engineering, Project Management, Etc.

**Activities:** Cultural trips - the discovery of the various regions and cultures within Turkey and Europe.

**Hobbies:** Cooking, Swimming, water sports and Computer games.