



Islam Nasr

Senior CRM

Contact

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Ain Shams, Cairo, Egypt

Education

Information Systems Management
Future Academy 2013 (Grade: Good)

Languages

- Arabic: Native
- English: Intermediate (B1-B2)

Skills

- CRM Development
- & Customer Journey Mapping
- Sales Funnel Tracking
- & Customer Experience Enhancement
- Data Analysis & KPI Reporting
- Team Leadership & Coaching
- Training
- Team Performance Management
- Problem-Solving & Decision-Making
- Microsoft Office & Google Workspace

About Me

CRM & Customer Service professional with 9+ years of experience in real estate, automotive, and banking. Skilled in customer service operations, sales tracking, and team leadership. Currently initiating CRM development at AOG, with a proven record in achieving KPIs and enhancing customer service processes.

Experience

Senior CRM

AOG Developments

Aug 2025 – Present

- Designed and implemented a unified CRM framework covering full customer journey.
- Standardized Lead Status & Sub-status.
- Built dynamic dashboards (Excel/Google Sheets).
- Automated reporting and integrated CRM with marketing.
- Trained sales and call center teams.

Customer Care Supervisor

ellaithy Auto Group

Sep 2023 – Aug 2025

- Managed call center operations and branches.
- Enhanced CRM system for customer satisfaction.
- Investigated complaints and provided solutions.
- Trained new staff on systems.

Call Center Team Leader

Banque Misr

Aug 2022 – Oct 2023

- Supervised team handling customer queries.
- Ensured SLA and KPI compliance.
- Delivered coaching and performance training.

Call Center Team Leader

National Bank of Egypt

Jul 2019 – Sep 2022

- Managed call center agents and escalations.
- Delivered training and operational oversight.
- Maintained customer satisfaction levels.

Call Center Agent

National Bank of Egypt

Jun 2016 – Jun 2019

- Handled inquiries, accounts, and digital banking support.
- Ensured compliance with banking policies.

Call Center Agent

Vodafone 888

Dec 2015 – Jun 2016

- Resolved inquiries and promoted services.
- Improved loyalty through follow-ups.

Courses & Training

- First Time Leadership – Go (Jan 2020)
- Workforce Management (WFM) – Go Solution (Jul 2021)
- Advanced self-learning in Excel, Data Analysis, Google Sheets Automation

Key Achievements

- Initiating CRM development at AOG to build a structured lead-tracking and reporting system.
- Achieved KPIs at ellaithy Auto Group through improved reporting and efficiency.
- Enhanced customer service processes at ellaithy, increasing satisfaction.
- Demonstrated strong leadership by training and managing teams effectively.