



Profile

A strategic and results-driven professional with 3 years of experience in performance evaluation, process governance, and data-driven optimization. Proven ability to translate strategic goals into measurable frameworks, align cross-functional initiatives, and build monitoring systems that ensure accountability and efficiency. Combines strong technical acumen with a passion for building governance structures and delivering insights that drive sustainable business growth.

Employment History

Contact Center Agent, Boutiqaat

OCT 2022 – OCT 2023

Quality Assurance Officer, Boutiqaat

NOV 2023 – PRESENT

Quality of Service Evaluation

- Consistently led the Agent customer serving evaluation cycle for up to 70 agents across multiple functions, accumulating over 15,000+ evaluated customer interactions.
- Authored and iterated evaluation measures and evaluator guidelines to ensure transparency, accountability, and standardization across the QA function.
- Strong belief in systems over goals: built and maintained process-based safeguards that reduced repetitive work while improving consistency.
- Conducted onboarding sessions for internship hires, ensuring professional alignment from the start and reinforcing understanding through feedback cycles.

Data Visualization & Analysis

- Integrated Canva Flourish visuals into the reporting stack, enabling real-time, always-on data displays on the operations floor.
- Built interactive, card-based Excel dashboards with filtering and dynamic data-source adaptability, empowering on-demand insights.
- Applied data-driven decision making to calibrate and correct non-conformity processes, driving compliance improvements.

Software Products Development

- Designed coded mock-ups and prototypes to improve requirement elicitation and stakeholder alignment.
- Delivered internal presentations that outlined complete implementation plans, testing methods, and audit-proofing.

Education

Information Technology, Arab Open University

SEP 2022 – JAN 2026

Courses

QMS 9001:2015 Internal Auditor, TCB Cert. Worldwide LLC

JAN 2024

Details

+965 55055465

icv5ui@gmail.com

Skills

Interactive Excel Dashboards

Canva Flourish Visuals

Training & Presentation Sessions

Technical Requirements

Elicitation

Java/Python/PHP/JS:React

Data Analysis

Process Improvement

CRM Solutions

Prototyping & Coded Mockups