Hayder Khder

QUALITY ASSURANCE OFFICER

Profile

Quality Assurance Officer – Driving Excellence Through Ownership and Optimization

I approach my role with boldness and full accountability, ensuring that every idea I take on contributes to solving real problems for people and driving seamless business results. I believe that *how you do something is how you do everything*—a principle that keeps me from settling for easy shortcuts. Instead, I push for the best ideas that align with business goals, deliver maximum impact with minimal input, and maintain a clear, user-friendly flow of processes.

Employment History

Contact Center Agent, Boutiqaat

OCT 2022 — OCT 2023

Quality Assurance Officer, Boutiqaat

NOV 2023 — PRESENT

Quality of Service Evaluation

- Led weekly evaluations for up to 70 agents across multiple functions, totaling 15,000+ interactions in 2 years.
- Developed and refined evaluation measures and Evaluator guidelines to ensure transparency and consistency.
- Implemented process-based safeguards to reduce repetition and improve efficiency.
- Conducted on boarding and feedback sessions for interns to ensure early alignment with policies.

Data Visualization & Analysis

- Deployed Canva Flourish visuals for live operational reporting.
- Built interactive Excel dashboards with dynamic filtering and adaptable data sources.
- Used data-driven insights to calibrate processes and correct non-conformists.

Software & Tools Development

- Owned CRM solutions to improve peak-event operations.
- Created prototypes and mock-ups to clarify requirements and aligning stakeholders.
- Presented complete implementation plans with risk-reward analysis, testing methods, and audit-proofing.

Education

Information Technology, Arab Open Univercity

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