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

- Consistently led the weekly 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.

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 & Product Development

- Took ownership of **technical solutions for peak-event challenges**, driving stability and responsiveness during high-load scenarios.
- Designed **coded mock-ups and prototypes** to improve requirement elicitation and stakeholder alignment.

Presentations & Training

- Delivered **internal presentations** that outlined complete implementation plans with risk-to-reward ratios, testing methods, and audit-proofing.
- Conducted **on boarding sessions for internship hires**, ensuring professional alignment from the start and reinforcing understanding through feedback cycles.

Education

Information Technology, Arab Open Univercity

SEP 2022 — JAN 2026

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