

# Radwan Abd El-Hameed Salem

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## Professional Summary

Results-driven professional with strong expertise in **digital transformation**, **training**, and **data analysis**. Adept at **leading teams**, **optimizing business processes**, and **driving strategic improvements**. Proven ability to **analyze data**, make informed decisions, and enhance operational efficiency. Skilled in **mentoring**, **coaching**, and **leveraging technology** to boost customer experience. Seeking to apply my **leadership** and **analytical** skills in a dynamic, growth-oriented environment.

## Skills

- Leadership & Management
- Data Analysis & Reporting
- Digital Transformation & Process Improvement
- Training & Development
- Customer Service & Call Center Operations
- Project Management Food & Beverage Section
- Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)
- Programming & Web Development (HTML, CSS, JavaScript, PHP, Python, SQL)
- Networking (CCNA Certified)

## Work Experience

### • Digital Transformation & Training Senior Specialist

#### Halan Company (Oct 2023 – Present)

- Develop and execute digital transformation strategies aligned with business goals.
- Collaborate with stakeholders to identify opportunities for digital innovation.
- Lead cross-functional teams in implementing digital tools and processes.
- Ensure seamless integration of new technologies into existing workflows.
- Provide training and support to employees on digital tools and processes.
- Stay updated on emerging technologies and industry trends.
- Communicate progress and results to senior leadership and stakeholders.
- Organizing training materials and scheduling training sessions.
- Developing onboarding programs for new employees.

### • Call Center Senior Specialist (Inbound)

#### Halan Company (Apr 2023 – Oct 2023)

- Hire, onboard, and train call center personnel.
- Coach call center staff through challenging customer service issues.
- Analyze call center data and prepare reports for upper management.
- Evaluate staff effectiveness and performance.
- Develop monthly, quarterly, and annual call center goals and action plans.

### • Call Center Senior Quality Specialist

#### Halan Company (Feb 2022 – Apr 2023)

- Monitor and evaluate the quality of customer-agent interactions.
- Provide constructive feedback, training, and coaching for agents.
- Participate in team meetings to discuss customer service trends.
- Establish and implement policies to ensure efficient call center operations.
- Conduct training sessions for staff to enhance service skills.

- **Operation Assistant Manager**

- ReachFoods (Apr 2019 – Sep 2021)**

- Monitor daily operations and address potential issues.
    - Maximize the efficiency of business procedures.
    - Monitor financial data and recommend solutions to improve profitability.
    - Coordinate with HR to ensure hiring plans meet business needs.

**Other Roles:**

- **PR Manager – Ebtessama Foundation** (Aug 2018 – Mar 2021)
- **Operation Assistant Manager – Its Kebda** (Mar 2018 – Mar 2019)
- **Recruitment Specialist – FreeHands Business Consulting** (Aug 2017 – Oct 2020)
- **Account Advisor (Tech Support) – Raya UAE Contact Centre** (Oct 2015 – Nov 2017)
- **Restaurant Manager – Americana (KFC Saudi Arabia)** (May 2012 – Apr 2015)

**Education**

**Bachelor of Arts and Education – English Section**

Ain Shams University

**Certifications & Training**

- Cisco Certified Network Associate (CCNA) – New Horizon (Mar 2017 – Jun 2017)
- Advanced Front-End Development (React & Redux) – Udacity (Nov 2021 – Dec 2021)
- Professional Front-End Development (HTML, CSS, JavaScript, Express, NodeJS) – Udacity (Jul 2021 – Sep 2021)
- Complete Web Developer Bootcamp (HTML, CSS, JavaScript, Bootstrap, MongoDB) – Udemy (Oct 2021 – Jan 2022)
- Practical PHP – Udemy (Dec 2021 – Jan 2022)
- Python from Zero to Hero – Udemy
- E-commerce and E-Marketing – Cairo University (Jan 2010 – Mar 2010)

**Languages**

English: Fluent (Speaking, Writing, Listening)

**Personal Qualities**

- Ability to work well under pressure
- Highly self-motivated and proactive
- Strong leadership and team collaboration skills
- Open-minded and adaptable
- Willingness to travel and work flexible hours