

# Mohamed Fathy Mohamed

Proactive Call Center professional bringing excellent leadership skills and capability to help staff meet and exceed customer expectations. Equipped to train, monitor and manage high-performance teams in fast-paced environments. Personable and decisive with expertise in diplomatic conflict resolution and consumer behavior.

## Work History

### Call Center Operations Manager – Feb 2019 till Present

#### Queue Outsourcing, Cairo

- Increased efficiency and productivity through effective staff training regarding customer service protocols and call resolution techniques.
- Monitored call quality and provided individual constructive feedback to enhance performance and address areas in need of improvement.
- Established and oversaw performance targets for call center associates.
- Developed quality employees within call center to take over leadership positions.
- Interpreted management directives to define and document administrative staff processes.
- Reduced personnel turnover by developing and implementing performance evaluations to support corrective action planning.
- Improved organizational efficiency by effectively recruiting new hires and supporting management with personnel decisions.
- Developed all process controls and metrics for daily management of Call Center.
- Assessed personnel performance and implemented incentives and team-building events to boost morale.
- Supervised **150** Call center agents in providing excellent customer service to callers requiring assistance for Inbound and outbound issues.
- Trained team members on performance metrics and consumer behavior identification.
- Oversaw employee performance to foster accurate prioritization and achievement of sales and productivity goals.
- Maintained call center equipment in good working order to maximize productivity.
- Created clear and effective policies governing all aspects of employee work and interaction with customers.

### Call Center Operations Manager – Jan 2016 till Jan 2019

#### Teleconnect Outsourcing, Cairo

- Monitored call quality and provided individual constructive feedback to enhance performance and address areas in need of improvement.
- Conducted performance reviews for all call center staff to reduce resolution times and improve customer satisfaction ratings.
- Determined quality assurance benchmarks and set standards for improvement.
- Prepared reports to assist business leaders with key decision making and strategic operational planning.
- Maintained accurate, current and compliant financial records by monitoring and addressing variances.
- Created team rotations to man center effectively during peak hours.
- Helped employees with day-to-day work and complex problems by applying motivational and analytical strategies.
- Established and updated work schedules to account for changing staff levels and expected workloads.
- Executed Monthly Performance Plans with representatives to identify production gaps.
- Codified office structures and processes to promote teamwork and performance.
- Oversaw employee performance to foster accurate prioritization and achievement of sales and productivity goals.
- Trained team members on performance metrics and consumer behavior identification.

## Contact

### Address

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### Phone

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### E-mail

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### Military Status

Exempted

### Date of Birth

28/12/1982

## Skills

Training management



Schedule Coordination



PBX software proficiency



Report writing



Employee engagement



Quality controls



Project Management



### Call Center Manager - Jun 2014 till Dec 2015

#### Teleconnect Outsourcing, Cairo

- Established and oversaw performance targets for call center associates.
- Developed quality employees within call center to take over leadership positions.
- Engaged prospects and customers through various events, including trade shows, seminars and workshops.
- Utilized exemplary negotiation skills to obtain manufacturing service agreements and assure quality standards.
- Used Outsourcing expertise, customer service skills and analytical nature to resolve customer concerns and promote loyalty.
- Conducted forecasting to determine possible changes and issues for supply chain business.
- Set aggressive targets for employees to drive company success and strengthen motivation.
- Maintained store equipment, including computers, printers and fax machines.
- Coordinated site investigations, documented issues and escalated to executive teams as needed.
- Estimated expected changes in business operations and made proactive adjustments to employee schedules and inventory levels to address needs.
- Communicated best practices among on-site and external personnel to align efforts and goals.

### Call Center Supervisor - Nov 2010 till May 2014

#### Teleconnect Outsourcing, Cairo

- Monitored call quality and provided individual constructive feedback to enhance performance and address areas in need of improvement.
- Reduced personnel turnover by developing and implementing performance evaluations to support corrective action planning.
- Minimized workflow issues by cross-training staff on technical procedures, protocols and customer service practices.
- Established and updated work schedules to account for changing staff levels and expected workloads.
- Executed Monthly Performance Plans with representatives to to identify production gaps.
- Prepared reports to assist business leaders with key decision making and strategic operational planning.
- Developed all process controls and metrics for daily management of Call Center.
- Created team rotations to man center effectively during peak hours.
- Interpreted management directives to define and document administrative staff processes.
- Managed personnel, including scheduling for agents and product specialists to foster increased productivity.
- Trained team members on performance metrics and consumer behavior identification.
- Improved organizational efficiency by effectively recruiting new hires and supporting management with personnel decisions.

### Call Center Supervisor - Apr 2008 till Oct 2010

#### Amer Group, Cairo

- Codified office structures and processes to promote teamwork and performance.
- Maintained accurate, current and compliant financial records by monitoring and addressing variances.
- Executed Monthly Performance Plans with representatives to to identify production gaps.
- Helped employees with day-to-day work and complex problems by applying motivational and analytical strategies.
- Developed all process controls and metrics for daily management of Call Center.
- Prepared reports to assist business leaders with key decision making and strategic operational planning.
- Created team rotations to man center effectively during peak hours.
- Interpreted management directives to define and document administrative staff processes.
- Managed personnel, including scheduling for agents and product specialists to foster increased productivity.
- Trained team members on performance metrics and consumer behavior identification.

### Software

Oracle



SAP



Sugar CRM



Mitel



Avaya



Elastic



3CX



### Language

Arabic



English



## **Call Center Team Leader – Jan 2007 till Mar 2008**

### **Wasla Outsourcing, Cairo**

- Coached team members regarding call strategy to effectively reach targets and foster customer retention.
- Engaged in continuous learning and development opportunities to promote continued performance improvement.
- Sought out training opportunities to enhance customer relationship management abilities and further boost satisfaction scores.
- Learned and maintained in-depth understanding of product information, providing knowledgeable responses to diverse questions.
- Conferred with customers about concerns with products or services to resolve problems and drive sales.
- Reached out to customers after completed sales to suggest additional service or product purchases and inquire about needs or concerns.
- Leveraged sales expertise to promote products and capitalized on upsell opportunities.
- Maintained accurate and current customer account data with manual forms processing and digital information updates.
- Used consultative sales approach to understand customer needs and recommend relevant offerings.
- Adhered to company policies and scripts to consistently achieve call-time and quality standards.

## **Call Center Representative**

### **Cairo care Clinic, Cairo**

- Engaged in continuous learning and development opportunities to promote continued performance improvement.
- Maintained accurate and current customer account data with manual forms processing and digital information updates.
- Sought out training opportunities to enhance customer relationship management abilities and further boost satisfaction scores.
- Adhered to company policies and scripts to consistently achieve call-time and quality standards.
- Leveraged sales expertise to promote products and capitalized on upsell opportunities.
- Reached out to customers after completed sales to suggest additional service or product purchases and inquire about needs or concerns.
- Reduced downtime to support quality control, boost revenue and complete projects on time and under budget.

## **Side Work Experience**

### **Customer Service Consultant- for Shams Stores (Home Appliances) - From 2012 till 2014**

- Audited documentation to identify errors and documented findings for review and action.
- Engaged customers in conversation to uncover needs with probing questions and overcome objections using persuasive techniques.
- Provided primary customer support to internal and external customers.
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.

### **Customer Relationship Consultant- for Eden Hospital - Mission for two Month**

- Customer needs and resolving concerns.
- Monitored metrics and developed actionable insights to improve efficiency and performance.
- Reinforced established quality control standards and followed procedures for optimal customer interactions.
- Build and Prepare Call Center Department

## **Education**

### **High School Diploma**

Abdallah El Nadim – Ain Shams

### **Bachelor of Information Systems**

Futuer Acadmy – Cairo

### **Executive development program (Mini MBA)**

RITI

- Marketing
- Sales Management
- International business
- Strategy
- Finance
- Quality Management
- Leader Ship Management
- Creating Thinking & Effective Problem Solving


## **Interests**

My hobbies mainly consist of playing sports with my friends and I also enjoy watching football both at live matches and on the television, including Egyptian teams and International. I also enjoy reading and listening to music and in my spare time I often like to use our home computer for both playing games and learning.

## **Career Objective**

I hope to reach an executive position within a large reputable company where I can utilize my skills and achieve my ambitions.

### Projects & Accounts References

| Industry          | Corporate        |  |
|-------------------|------------------|--|
| Medical Insurance | Cairo Care       |  |
| Home Appliances   | Olympic Group    |     |
|                   | Unionaire        |  |
|                   | Tank             |  |
|                   | Franke           |  |
| Technical Support | D-link ME        |     |
|                   | TE-Data          |  |
|                   | Accor            |  |
| Food Industry     | Mori Sushi       |     |
|                   | Shawerma El Reem |  |
|                   | Hefry            |  |
|                   | Arzak El kawthar |  |
|                   | El Torr          |  |
|                   | Deveno           |  |
| Real State        | Amer Group       |     |
|                   | Real Mark        |  |
|                   | Arabia Holding   |  |
|                   | Go Green         |  |
|                   | Pyramids         |  |
| FMCG              | P&G              |     |
|                   | PepsiCo          |  |
|                   | RB               |  |
| Tele-Sales        | Vodafone         |    |
|                   | Misr Al Khier    |  |
|                   | Ahl Misr         |  |