

ADEL ABDELNABY KORANY FARAG

CONTACT

✉ adel.farag1984@gmail.com
☎ 002 0111 7320 642
📍 6k Hadayek Alahram -Giza-Egypt



OBJECTIVE

To enhance my professional skills, capabilities and knowledge in an organization which recognizes the value of hard work and trusts me with responsibilities and challenges.

EXPERIENCE

08-2021 - Current

- **Call Center Team Leader**
Air Arabia Airlines
 - Continuously monitor the performance of the team
 - Train and coach new comers, and provide the required training sessions
 - Oversee day to day performance and workflow, ensuring SLAs and targets are met.
 - Conduct coaching sessions and 1:1s in an organized manner.
 - Monitor chats/calls/tickets either live and saved and provide feedback.
 - Support team members by answering questions and providing knowledge or solutions.
 - Monitor adherence and conformance to shifts and schedules.
 - Provide Direct Customer Support through various channels.
 - Investigate and resolve customer complaints and queries – particularly the escalated ones.

06-2016 - 08-2021

- **Customer service Team Leader**
Emirates Airlines -Dnata
 - Organizes and supervises the work of a small team on the day of operations to ensure that work is completed efficiently .
 - Meets with Agents before the shift to brief and coach them on their responsibilities on the day of operations to include (check-in, boarding and transfer) to ensure that staff are aware of what is expected in line with the SLAs and standards.
 - Scans the flights on the shift to deal with flight allocations, special requests and off-loading of passengers to ensure on-time flight departure and enhanced passenger satisfaction
 - Coordinates between team, airline and concerned departments in case of any disruption or irregularity to mitigate any impact on customer and operations
 - Solves any related customer issues during check-in, boarding or transfer and

ensures the process is in line with the airlines.

04-2013 - 03-2016

- **Customer service Agent**
Emirates Airlines -Dnata
 - Providing high quality service to the customers at designated areas of Check-in, Boarding Gates and Transfer Desk and MHB (Mishandled Baggage).
 - Display excellent customer service skills, team work and understanding to achieve customer satisfaction.

01-2012 - 04-2013

- **Call Center Agent**
EmiratesAirlines Contact Center

09-2010 - 01-2012

- **Front office Team Leader**
Centro Sharjah Rotana Hotel

09-2006 - 08-2009

- **Front Office Agent- Receptionist**
Le Meridian Pyramids Hotel

EDUCATION

2006

- **History Department**
Faculty of Arts -Cairo University
Very good

SKILLS

Aviation -Hotels-Holidays



Customer service



Team Building



Sales



LANGUAGES

- Arabic
- English
- Deutsch

PERSONAL DETAILS

- Date of Birth : 23/09/1984
- Marital Status : Married
- Nationality : Egypt
- Driving Licence : Yes [Egypt-UAE]

REFERENCE

- **Mustafa Sami - "Emirates Airlines "**

Subject matter expert -Supervisor

00201010363777

MY CUSTOM SECTION

- • Aviation Systems (Amadeus Altea -Saber –Mars –Navitair-Macs -Sabersoniq- Easy Mars-AS Connect)
- Hotels Systems (Fidelio –Opera)
- Excellent knowledge of All MS Office Package
- Re-programming, structure and construction of communication networks and programming of communication devices for Internet.
- Maintenance and solve specific problems with computers and laptop.(soft & hardware issues)