

An organized, detail-oriented customer service lead with 9 years of experience in the customer service and communication field. Proactive self-learner with flexibility, excellent written and verbal communication skills and ability to succeed in high volume and fast-paced environments. I have proven track record of handling incoming and outgoing communications with excellent organization skills and history leading process improvement initiatives to improve overall efficiency.

AREA of EXPERTISE

- | | | |
|-----------------------------|-----------------------------------|-------------------------------------|
| • Conflict Resolution | • Active listening | • Excel, Word, PowerPoint, Power BI |
| • Customer Service Oriented | • Decision Making | • Time & stress management |
| • Problem Solving | • Report Analysis & Investigation | • Presentations |
| • Employee Training | • Follow Up & Document Review | • Multitasking |
| • Forecasting | • Process Improvement | • Planning &Scheduling |
| • Phone Etiquette | • Interpersonal Skills | • Organizational Skills |

PROFESSIONAL EXPERIENCE

Allianz Egypt**Customer Service Lead - Customer Service****2022 – Present**

Responsible for tasks such as handling escalation calls, coaching, training, monthly quality checks, complaints' investigation, reports, interviewing new agents.

- Conducting complaints investigation and providing feedback to the concerned departments.
- Conducting customer feedback surveys, helping the customer experience and insights team to understand customers' pain points to take actions and decisions to eventually provide superior customer care.
- Preparing daily, weekly, and monthly reports of the call center unit.
- Preparing reports to analyze the performance of the call center team and services provided to the customers.
- Handling escalation/hard calls.
- Coaching and developing agents to achieve the required Service Level Agreement (SLA), highest quality, and assisting them in maintaining knowledge of procedures, policies, and processes of the company.
- Updating the unit guidelines, rules, and procedures to be a strong reference to new agents, management, and audits if needed.
- Enhancing the call center quality of service by:
 - Performing weekly quality monitoring and listening to an agreed number of calls.
 - Delivering coaching feedback to agents.
 - Creating a monthly quiz to test the knowledge of the agents and highlight the weakness points.
 - Conducting refreshment sessions to explain new processes and share knowledge with the agents.
- Actively Conducting different meetings with other departments to facilitate the call center role and enhance first call resolution.
- Participating in interviewing the new hires.
- Responsible for annual planning of the team members, while organizing resources and tasks effectively.
- Responsible for handling email correspondence with customers and ensuring prompt replies to all received emails, while solving any potential problems.

Senior Customer Service Representative – Back office**2018 - 2022**

- Maintained close follow up on all clients' requests ensuring prompt and regular feedback as required.
- Was responsible for requests' submission, preparing and issuing letters and, daily email correspondence, SMSs sent to customers.
- Prepared daily and monthly reports related to the back-office team.
- Improved customer experience by analyzing data and prepared presentations that highlights real indicators of customer problems.
- Coordinated with BA Area managers and other relevant departments in order to minimize unsolved and delayed cases and requests.
- Investigated clients' queries or complaints and coordinates with the relevant departments as needed in order to provide timely and efficient feedback.

- Prepared memos to get exceptions, solve customer problems if necessary.

Call Center Representative

2015 - 2017

- Participated in outbound projects, where I conducted calls with customers to update credit cards which led to recognition from the department management for handling extra tasks.
- Achieved top performer 3 times during this period.
- Received thanks emails from customers for exceeding the expectations and going the extra mile.

CERTIFICATES & CREDENTIALS

2014: B2 on the CEFR Common Framework of Reference English Language - AUC.

2021 Allianz Life & Health Academy
"Allianz Life & Health Academy Bronze Level":

- PD-101: Introduction to Proposition Development
- PD-102: Protection Products
- PD-103: Unit-Linked Solutions
- PD-104: Guarantee Concepts and Alternatives in L&H Insurance
- PD-105: Service-based Solutions
- PD-106: Enhancing propositions with asset management
- HE-101: Introduction to Health Insurance
- EB-101: Introduction to Employee Benefits

2023 Writing Reports and Proposals - American Chamber of commerce

2024 Powerful Reports and Dashboards with Power BI – Skills Bank

EDUCATION

University Education:

Graduated from Faculty of arts – Arabic department- Ain Shams University
Faculty of Law - Ain Shams University: Ongoing

LANGUAGE

English: Excellent Written and Spoken

Arabic: Mother Tongue

ADDITIONAL INFORMATION

Date of birth: Dec 1, 1990

Nationality: Egyptian

INITIATIVES

- Managed to launch SMS campaigns to ensure customers' acknowledgment of their cases' progress and finalization instead of having to call them back which led to customer satisfaction, saving time, money and effort of the back-office team.
- Managed to convert the back-office report from a manual report to a digital report, to be extracted directly from the system with maximum accuracy of data in collaboration with the IT department.
- Managed a cross functional project, where I scheduled and arrange with customer service different units the shadowing and training of CS representatives to learn and share the experience of the rest of units.