



# AMR Mohammed Abbas

Team Leader

## Contact

Address:

Cairo – Egypt

Phone:

01025833192

01115151527

Email:

Amre524@yahoo.com



## Languages

Arabic: Mother Tongue

English: Fluent

written, spoken & reading

## Summary

Experienced Team Leader with 10 years of experience optimizing productivity, efficiency and service quality across various environments. Highly dependable, ethical and reliable support specialist and leader that motivates and leads people with vision towards organizational success. Works effectively with cross functional teams in ensuring operational and service excellence.

I am aspiring to acquire a position in which I will be able to utilize the skills and knowledge I have to reach my professional goals as well as the objectives of the organization in which I am employed in.

## Personal data

- Birth date: **30/11/1985**
- Marital status: **Married**
- Nationality : **Egyptian**
- Gender : **Male**
- Religion : **Muslim**

## Skills Highlights

- Strategic Planning.
- Team Leadership.
- Performance Improvement.
- Data Analysis.
- Professional Development.
- Collaborative Leader.
- Skilled in Coaching Employees.
- Organized. Creative.
- Leading with Vision.

## Computer Skills

- Microsoft Windows and Office.
- Power point and Excel.
- Excellent in surfing the Internet.
- Working on 3G systems (Siebel, Crystal).

## Work Experience

- 📅 **March 2020 Till Now** Vodafone UK Account (Team Leader)
- 📅 **Jan 2018 Till March 2020** Vodafone UK Account (On-Loan Performance Manger)
- 📅 **December 2017 till Jan 2018** Vodafone UK Account (Customer Care Representative)
- 📅 **August 2014 till November 2017** Gym Manger (Gold's Gym)
- 📅 **July 2011 Till August 2014** Smart Gym (Fitness Manger)
- 📅 **Jan 2007- Till July 2011** Arabella Country Club: (Private Trainer)

## Education

- Bachelor of Law from Ain-Shams University.

## Work Profile

### Responsibilities as a Team Leader in Vodafone UK Call Centre:

Act as an interface between the team and the management and all Support functions so that the team operates smoothly at the highest efficiency and within the prescribed norms as well as work on improvement plan coordinating with the quality and training team to improve the performance of the advisors.

### Responsibilities as an international advisor in Vodafone UK Call Centre:

Worked on rounded shift basis as International Customer service representative. The main responsibility is to handle customer's inquiries for billing, collection as well as resolve customers' complaints and problems. The main challenge was to do so in timely manner using new systems and software. Moreover, I participated in and supported the marketing department with monthly analysis which refers to the power of selling to go through the limitation of the products.

### Educational Background & Trainings

#### December 2016 – January 2017:

Customer Service Soft Skills Training - Vodafone UK Training Center - Egypt  
Call Etiquettes Training - Vodafone UK Training Center - Egypt

## Certificates acquired

1. Certificate Of Completion\_360 Degree Feedback.
2. Certificate Of Completion Balancing Multiple Roles As A Leader.
3. Improving Performance Through Timely Feedback.
4. Certificate Of Completion Coaching Employees Through Difficult Situations
5. Certificate Of Completion Coaching Skills For Leaders And Managers
6. Certificate Of Completion Creating A Leadership Development Program.
7. Certificate Of Completion Developing Your Emotional Intelligence
8. Certificate Of Completion Facilitation Skills For Managers And Leaders
9. Certificate Of Completion Humble Leadership The Power Of Relationships Openness And Trust  
Getabstract Summary
10. Certificate Of Completion Humble Leadership The Power Of Relationships Openness And Trust  
Getabstract Summary
11. Certificate Of Completion Leadership Foundations Leadership Styles And Models
12. Certificate Of Completion Leading And Working In Teams
13. Certificate Of Completion Leading Effectively
14. Certificate Of Completion Leading With Emotional Intelligence 3
15. Certificate Of Completion Leading With Vision
16. Certificate Of Completion Learn The Process Of Effective Leadership
17. Certificate Of Completion Managing For Results
18. Certificate Of Completion Managing High Performers
19. Certificate Of Completion Managing Teams 3
20. Certificate Of Completion Persuasive Coaching
21. Certificate Of Completion Ram Charan On Coaching High Potentials
22. Certificate Of Completion Retail Customer Service Management And Coaching
23. Certificate Of Completion Transitioning From Manager To Leader
24. Certificate Of Completion\_Using Questions To Foster Critical Thinking And Curiosity
25. Certificate Of Completion Why Motivating People Doesn T Work And What Does Getabstract  
Summary
26. Coaching for success.
27. Certificate of accreditation for coaching.
28. CFT Certificate (certified Fitness Trainer)
29. YFT Certificate (Youth Fitness Training)
30. CRP Certificate
31. First Aid Certificate
32. Workshop in Biomechanics from Gold's Gym Academy

## Job Reference

➤ Available upon request