Mona Mohamed Sayed Abdullah

**Senior Quality Assurance Analyst**

# Nasr City, Cairo - Egypt | 002 01004398645 | mkhalifa28@yahoo.com

# Objective

Seeking a job in a multinational and a reputable company where my background and experience can be well utilized.

# Experience

## Teleperformance GCC l Senior Quality Assurance Analyst | Remotely Oct 2023 - Present

* Monitor, Collect and analyze data, Identify issues.
* Provide feedback and action plan to improve the performance.
* Attend Client meetings, Arrange Calibration Sessions, Providing QA Sessions,
* Apply COPC Standards.

## Teleperformance Egypt | Quality Assurance Analyst | On Site Nov 2019 – Sep 2023

* Monitor, Provide QA Sessions, Attend Calibration Sessions, Apply COPC Standards.

## Teleperformance Egypt | Customer Service Representative | On Site July 2015 – Oct 2019

* Front Office Customer Service Representative for 1 Year.
* Email Team Correspondent for 2 years.
* Subject Matter Expert for 1 year.

## British Council| Invigilator | On Site June 2014 – June 2015

* Provide Clear instructions of exam rules to students and manage time effectively during exams.

## Raya Outsourcing Company | Customer Service Representative | On Site June 2013 – May 2014

## Wasla Outsourcing Company | Tele Sales Representative | On Site June 2011 – May 2013

# Education

## Ain Shams University, Cairo, Egypt 2009

* Faculty of Arts | Media department of Public Relations
* Grade: Good.
* Obtained Creativity Award for the graduation project.

## EMBA (Executive Master of Business Administration) started in June, 2024 2024

# Skills

**Training Courses:**

* Certified Lean Six Sigma Green Belt.
* Certificate of HR Diploma.
* Training of Trainers “TOT”.

**Computer Skills:**

* Very Good knowledge of windows and Microsoft Office.
* Proficient in Excel.
* Proficient in Power Point.

**Language Skills:**

* Native language: Arabic.
* Fluent in English.
* Fair in German “Course has been started in February, 2024”.

# Personal Information

* Nationality: Egyptian
* Date of Birth: 13/11/1987
* Marital Status: Married