



Esraa Abd El Fattah Mohamed Islam

New Maadi, Cairo

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Objective

Results-driven and Customer oriented professional offering 12 years of customer service experience in several industries. Quality focused and pragmatic team player providing track records of achievement maximizing productivity, optimizing workflow, building alliances and exceeding objectives.

Experience

Concentrix, Egypt
Operations and Administrative Specialist
November 2021- present,



- Managing day-to-day operations and optimizing processes and procedures for maximum efficiency while maintaining quality standards.
- Assisting with the implementation of new processes and procedures.
- Overseeing the operations team and assigning tasks.
- Responsible for training new employees and make recommendation for enhancements to existing training content and materials.
- Supervise, audit, track and report on operational performance.

Etisalat UAE ,
Collection Team Leader
October 2019 - October 2021



- Assist team members in consistently meeting or exceeding performance expectations for collection efforts for assigned accounts.
- Measurements are based upon individual goals and objectives, e.g., minimum calls per day, contact percentage, promises/calls ratio, promises kept.
- Assist in on-going monitoring and providing feedback to collectors to ensure compliance with collection policies and procedures, including call monitoring and quality reviews.
- Assist less experienced collectors with more difficult collection accounts and client calls-assist in creating and analyzing production reports.
- Handle processing and collections for assigned queues requiring special handling

OSN, Egypt
Retention Team Manager
December 2016 - May 2019



- Managing retention team activities: outgoing and incoming calls, dialer, customer retention marketing and other activities.
- Leading and motivating the team to achieve net churn and growth targets and incorporate new initiatives, efficiencies and technologies as appropriate.
- Managing, assessing, and reporting team performance in light of the set KPIs: monthly targets, performance quality, attendance, and others.
- The only team member margining the relation with the local and regional sales channel (dealer and direct sales teams)

OSN, Egypt
Senior Customer Retention Advisor
October 2015 - December 2016



- Sending renewal and reinstatement SMS to customers.
- Proactively identifying areas of work that can be streamlined and developed to ensure the objectives of the team are achieved.
- Assist the Team Manager in the preparation and monitoring of the Retention budget as well as the recruitment and training of staff within the function.
- Deputizing the Retention Team Manager whenever required.

OSN, Egypt
Customer Retention Advisor
June 2009 - October 2015



- Contacting customer via telephone for promotional purposes (e.g. promote new channels or projects).
- Contacting customers to alert them that they are approaching their end of fund date and manage renewals to be done on time in order to achieve churn target .
- Handling and retaining dissatisfied customers and reporting why some customers are not willing to subscribe.

Education

- Helwan University- Faculty of commerce - Accounting department
- Grade: Good
- Graduation Year : 2008

Achievements & Awards

- **Diploma in Developing the HR Professional -The Regional IT Institute (RITI)** May 2022- present
- 2008 - Basic Business Skills Acquisition (BBSA) Cairo, Egypt Sponsored by the Future Generation Foundation (FGF)
- 2011 - Conversational English Course at Berlitz Egypt (completed Level 8)
- Top Achiever as Customer Retention Advisor across all local and regional teams in October 2014.
- Won a trip to Abu Dhabi in January 2015 as one of the team's top performers, achieving +90% of the yearly target.
- As a team manager, led the team to maintain top-notch quality, meeting +95% of the quality criteria set in 2018.
- In emergent case, was capable of managing three teams (up to 40 team members) alone to compensate the absence of other team managers.



Skills

- Customer Service and Retention Management
- Complaint Resolution and Customer
- Strategic HR Management
- Team management and Time management
- skills Front-End Supervision
- Planning and reporting skills - Order Fulfillment
- Teambuilding & Training
- Talent, career & Performance Management
- Workforce planning, Recruitment & Selection
- Compensation & Development
- Employee Relations
- HR Analytics & HRIS

Personal Details

- Date of Birth : 22/11/1986
- Marital Status : Single
- Nationality : Egyptian