## Objectives:

* Seeking a challenging position in the field of business to develop my skills
* Achieve a position where I can use and improve my knowledge, skills, and education in a way that enables me to achieve both of my goals and the goals of my association.

## Education:

**2004-2008 Bachelor of Commerce**

Faculty of commerce accounting department **Ein Shams University**

**Grade Good**

## Professional Experts:

* **Raya contact center (subsidiary from Raya Holding) COPC certified**
* **** 
* **Jan 2019 till now:**
* **Title: Operation Account Manager**
* **Major Roles:**
	+ Supervises the daily activities of the project.
	+ Handle Client Requests.
	+ Manage Project Performance “PST “.
	+ Manage Leader Objective & Targets.
* **April 2010 till Dec 2018 :**
* **Title: Customer Services Team Leader**
* **Major Roles:**
	+ Supervises the daily activities of the project’s CSR's
	+ Handle all CSR's needed on-job training / coaching to leverage their performance to the set standards.
	+ Assess the CSR's performance on monthly basis and calculate their variable in relation to their objectives as set by the Senior TL / Supervisor based on which a report is sent to the Supervisor or Senior TL to send a warning letter to those agents not meeting 80% of the monthly objectives.
	+ Assess the CSR's and senior CSR's in his team on their performance on annual basis.
* **Raya contact center.**

**February 2009** **March 2010**

* Title: CSR:Customer Service Representative.**(Mc Project)**
* My major role within the Customer Service Dept.
* Roles:
	+ - Handling the incoming calls from the customers to inform them about:
			1. Order Taking
			2. Handle Customer inquiries

**Abaza Auto Trade** July 2008 February 2009

* Title: Accountant
* My major role within the renting financial department.
* Roles:
	+ - Review invoices and bills documents and add it on the balance sheet.

**Xceed contact center.** May 2008 July 2008

* Training on CSR ( 105 project)

**Kodak Spot.** Jan 2008 March 2008

* Customer service on Dokki branch

## Personal skills:

* Excellent communication skills.
* Ability to work individually and as co-operative team member.
* Ability to work under pressure.
* Self-motivated, dependable and goal-oriented.
* Time management skills.
* Ability to learn new tasks quickly

**Computer Skills:**

* Proficient in the use of Ms Win XP, 2000, 98, me
* Ms Office 2003 and 2007, outlook, intranet and Internet.
* Good knowledge with the computer HW

**Courses:**

* PC-Maintenance,2005
* ICDL, 2007

Ministry of Defense, Computer Qualifying Center.

* Soft Skills: 2008
* Communication.
* Presentation.
* Time & Stress Management.

 New Horizon Company.

* English (3 levels),2008

Berlitz Company.

* English (level 8),2008

Ministry of Defense Language Institute.

* Customer Service (Raya Contact Center)

Public Speaking (Raya Contact Center)

Team Leadership Training

* Professional Sales Practices (Quota & Raya )

## Language skills:

* Very Good command of written, spoken, and reading English language.
* Excellent command of written, spoken, and reading Arabic language the mother tongue

# PERSONAL INFORMATION:

* **Name:** Ahmed Mahmoud Abd El Hady.
* **Date of Birth:** 31-May-1987.
* **Address:** 19 Mohamed saied St., El Khazendara.
* **City:** Cairo.
* **Nationality:** Egyptian.
* **Marital Status:** Married.
* **Mobile:** +2 011 17600648.
* **Military Service:** Exempted

**E-mail address:** abdelhadyz2014@gmail.com