TAHA ABDEL HADY RASHED

CUSTOMER SERVICE TEAM LEADER

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WORK EXPERIENCE   RAYACX | Project MIRACO

Process Improvement Team Leader

May,2023 - Oct, 2023

Leading and managing a team of process improvement specialists to identify, analyze, and improve business processes across the organization.

Authorized service partners Team Leader

Nov, 2019 - April, 2023

Managing the relationships between the company and its vendors at the whole Egyptian market, ensure that vendors deliver quality products and services on time and within budget and ensuring that the company is getting the best value possible.

Follow Up Team Leader

Jan, 2016 - Oct, 2019

Train our employees and partners on our products, process to reach the best level of customer satisfaction by identifying.

Call Center Senior

Jan, 2014 - Dec, 2015

- Managing the team, providing the new agents with the needed trainings.
- Organizing the team schedules, training sessions.
- Update any adjustments at the call center service manual.
- Provide responsive and proficient support ensuring that customer needs and issues are resolved at the first instance (first call resolution).
- Minimizing time to answer and abandoned call rate.

Call Center Agent

June, 2012 - Dec, 2013

- Receiving the deferent types of inbound call "Sales, Service and complaints "at the Miraco carrier products queue 19111
- After three months of the 1st login I became the trainer of the project besides my normal work
- Receiving the hard calls from other colleagues
- Making the outbound calls to measure the customer satisfaction of our services deferent types

EDUCATION

Cairo University

Faculty of Commerce 2007-2010	Accounting Diploma 2012-2014

SKILLS

→ SAP and Seibel systems.
→ Organized with attention to details.
→ People and time management.
→ Presentation & Communication.
→ Supervision and leadership.
→ Making decisions.
→ Supportive team member.
→ Problem solving and diagnostic.
→ Ability to work both independently and as part of a team.
→ Vendor Management.

ACHIVEMENTS

RAYACX   2015

Raya Achievers Club "In recognition of distinguished achievements.

MIRACO   2023

Key user of SAP CX (C4C & FSM) project & implementation and data migration.

LANGUAGE

Arabic ▬▬▬▬▬

English ▬▬▬▬