

# Moamen H. Ali

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## Objective

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Dedicated and results-driven professional with 12 years of experience in diverse roles, including eCommerce Management, Sales Administration, Customer Service, Team Leadership, and Technical Support. Specialize in quality, and process optimization. Articulate, energetic with exemplary passion for developing relationships, cultivating partnerships and growing businesses. Seeking an opportunity to leverage my skills and expertise in a challenging and dynamic role.

## Experience

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### **ECOMMERCE MANAGER | [RAMCO NUTRITION] | [CAIRO] | [2022 – PRESENT]**

- Spearheaded and optimized the company's eCommerce operations, achieving a remarkable 40% upsurge in online sales revenue.
- Utilized data-driven insights from Google Analytics and Shopify, to develop and implement highly effective strategies, resulting in substantial improvements in user experience and heightened customer retention rates.
- Monitored and reported on key performance indicators, such as sales volume, conversion rate, customer satisfaction, and return on investment.
- Managed and coordinated e-commerce accounts across platforms such as Amazon, Noon, Jumia, among others, employing tailored strategies for each platform's unique requirements.
- Collaborated seamlessly with cross-functional teams to ideate and successfully launch new product offerings, contributing significantly to business expansion.
- Directed the development and seamless execution of various online marketing campaigns, encompassing SEO, PPC, and email marketing, consistently amplifying brand visibility and engagement.

### **SALES ADMINISTRATION MANAGER | [RAMCO NUTRITION] | [CAIRO] | [2022 – PRESENT]**

- Directed the sales administration department, streamlining order processing, and improving order accuracy by 15%. Additionally, actively contributed to handling logistics, optimizing supply chain operations for enhanced efficiency.
- Developed and implemented efficient sales support processes, not only resulting in a 20% reduction in order fulfillment times but also contributing insights and support in logistics management, ensuring smoother operations throughout the supply chain.
- Collaborated extensively with sales, marketing, and logistics teams to ensure holistic alignment of strategies and objectives, facilitating seamless coordination between sales efforts and logistical operations.
- Played a pivotal role in implementing CRM such as Shopify, Amazon Vendor Central, etc... tools dedicated to enhancing customer relationship management, leveraging these systems to streamline communication and interactions, benefiting both sales and logistical functions.

### **CUSTOMER SERVICE MANAGER | [IFIT FOR TRADE AND DISTRIBUTION] | [CAIRO] | [2021 – 2022]**

- Lead, plan, train, and review the work of staff responsible for providing customer service functions and services.
- Developed and maintained customer service policies and procedures, ensuring efficient and consistent service delivery.
- Conducted staff training and development to improve product knowledge and communication skills.
- Handled escalated customer inquiries and complaints, ensuring prompt and satisfactory resolution.

- Set clear team goals and KPIs, monitored performance, and provided ongoing feedback and coaching to team members.
- Monitored customer service metrics, analyze data, and generated reports to identify trends and areas for improvement
- Created and presented regular reports on weekly/monthly basis to senior management.

#### **CUSTOMER SERVICE TEAM LEADER | [ETISALAT GLOBAL SERVICES] | [CAIRO] | [2018 – 2021]**

- Provided leadership to a team of 11 individuals in a dynamic and fast-paced environment.
- Ensured team adherence to performance goals and key performance indicators (KPIs).
- Conducted regular team meetings, training sessions, and performance reviews.
- Resolved product or service problems by clarifying customer's complaint, determining cause of problem and selecting best solution to solve problem.

#### **AIRPORT GROUND HANDLING SPECIALIST | [QATAR AIRWAYS] | [DOHA] | [2015– 2018]**

- Assisted in the preparation and completion of pre and post flight documentation.
- Supported operations by managing professional communications, tracking data and managing records.
- Ensured the safety and security of passengers and aircraft, adhering to strict industry regulations.
- Collaborated with airline partners and coordinated ground activities to optimize flight operations.
- Responded to emergency situations and implemented safety protocols as needed.

#### **TECHNICAL SUPPORT PROFESSIONAL | [VOIS] | [CAIRO] | [2012 – 2014]**

- Documented all transactions and support interactions into CRM Systems, and maintaining records for every inbound/outbound call.
- Collaborated with supervisors to escalate and address customer inquiries or technical issues.
- Explained technical information in clear terms to non-technical individuals to promote better understanding.

#### **Skills**

LEADERSHIP MANAGEMENT	CS MANAGEMENT	OPS & LOGISTICS	TECHNICAL & ANALYTICAL	COMMUNICATION & COLLABORATION
Team Leadership	Customer Relationship Management (CRM)	Supply Chain	Data Analytics	Effective Communication
Training and Development	Conflict Resolution	Logistics Management	Troubleshooting	Team Collaboration
Performance Management	Multichannel Support	Process Improvement	Technical Knowledge	Documentation and Reporting
Workflow Optimization	Problem-Solving	Safety and Security Compliance	Technical Support Expertise	
Strategic Planning	Quality Assurance	Inventory Management		

#### **Education and Certificates**

- Bachelor of Arts in Mass Communication | June 2009 | Asyut University
- Advanced MS Excel
- Critical Thinking Development
- Problem Solving Techniques
- Coaching Skill for Leaders and Managers

#### **Language**

- Arabic: Mother Tongue

- English: C1