



Portfolio

A highly experienced and versatile professional with 20 years of expertise in automotive after-sales, customer satisfaction, BPO/ITO sourcing, retail management, and contact center operations. Proven track record of enhancing customer experiences, driving business growth, and leading high-performing teams. Adept at strategic planning, process improvement, and stakeholder management.

Skills

Vendor and Stakeholder Management	10
Strategic Planning and Execution	9
Team Leadership and Training	10
Customers' Database Management	10
Voice Of Customer	10
Automotive After Sales Operations	10
Customer Satisfaction	10
BPO	10
Call Center Industry	10
Quality Monitoring	10

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Call Center Supervisor _ Najeeb Auto KSA

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Work experience

SUZUKI - Najeeb Auto KSA

September 2024 - Current

Call Center Supervisor

- Supervised daily operations of the call center, ensuring high-quality customer service and efficient workflow.
- Led a team of customer service representatives, providing training and support to enhance performance and productivity.
- Implemented strategies to improve customer satisfaction.
- Monitored call center metrics and performance indicators, identifying areas for improvement and implementing corrective actions.
- Coordinated with other departments to resolve customer issues promptly and effectively.
- Developed and maintained comprehensive training materials to ensure consistent service delivery.
- Conducted regular performance evaluations, offering constructive feedback and setting goals for team members.
- Ensured compliance with company policies and procedures, maintaining a professional and organized work environment.

GB Corp.

July 2021 - August 2024

Follow UP & customer satisfaction supervisor:

- Managed a follow-up team to collect and analyze customer feedback, ensuring timely resolution of issues and enhancing overall customer satisfaction.
- Oversaw post-service center interactions, acknowledging customer problems immediately and preparing detailed reports for top management.
- Compiled and presented executive summaries for the Voice of Customer (VOC) to senior leadership, highlighting key insights and trends.
- Flagged unsatisfied customers in the system and handled escalated cases, coordinating with business units and management to resolve issues efficiently.
- Identified emerging unsatisfactory trends early, enabling proactive measures to contain and address them effectively.
- Provided ad-hoc reports and reviewed departmental analyses, ensuring data-driven decision-making and strategic planning.
- Personally handled customer calls when necessary, maintaining a direct line of communication to address concerns promptly.
- Updated the Customer Experience (CX) system with relevant information on reservations, pricing, and workshops, ensuring accurate and current data.
- Distributed complaints among service centers, collected feedback, and monitored daily team operations to ensure seamless service delivery.
- Motivated and organized the team to foster a collaborative environment, driving improvements in customer satisfaction and experience.
- Managed follow-up calls with Hyundai, Chery, Changan, Haval, and Mazda customers, identifying and resolving issues before conducting Customer Satisfaction Index (CSI) surveys.
- Coordinated with service centers to review CSI scores, agree on action plans, and monitor service advisor performance for continuous improvement.
- Created comprehensive daily, weekly, and monthly reports to track team performance, service center operations, and CSI scores, ensuring transparency and accountability.
- Conducted monthly audits of call center calls, maintaining high standards of service quality and compliance.

Deals Catalyst BPO/ITO Sourcing business

January 2021 - July 2021

Operation Manager

- Led operations as the Operation Manager for Deals Catalyst, specializing in BPO/ITO sourcing business.
- Streamlined operational processes, enhancing efficiency and productivity across various departments.
- Managed a team of professionals, fostering a collaborative and high-performance work environment.
- Implemented strategic initiatives that resulted in a 20% increase in client satisfaction and retention.
- Coordinated with cross-functional teams to ensure seamless service delivery and client engagement.
- Developed and maintained strong relationships with key stakeholders, driving business growth and opportunities.
- Analyzed market trends and competitor strategies to inform business decisions and maintain a competitive edge.
- Ensured compliance with industry standards and regulations, maintaining the company's reputation for quality and reliability.

Etoile Patisserie
Branch Manager

February 2019 - December 2020

- Led and managed all operations at Etoile Patisserie, ensuring smooth and efficient daily functioning.
- Implemented strategic initiatives that increased sales by 20% within the first year.
- Supervised a team of 15 employees, providing training and support to enhance service quality and customer satisfaction.
- Developed and maintained strong relationships with suppliers, optimizing inventory management and reducing costs by 10%.
- Coordinated marketing efforts that boosted brand visibility and attracted new clientele.
- Ensured compliance with health and safety regulations, maintaining a clean and safe environment for both staff and customers.
- Analyzed financial reports to identify areas for improvement, contributing to the overall profitability of the branch.
- Fostered a positive and collaborative work environment, leading to improved employee morale and retention.

Olio Food
Telesales & Branch Manager

August 2018 - January 2019

- Led telesales operations and managed branch activities at Olio Food, driving sales growth and enhancing customer satisfaction.
- Developed and implemented strategic sales plans, resulting in a 20% increase in revenue within the first year.
- Supervised and trained a team of sales representatives, improving team performance and productivity.
- Established and maintained strong relationships with key clients, ensuring repeat business and customer loyalty.
- Analyzed sales data to identify trends and opportunities, optimizing sales strategies and branch operations.
- Coordinated with cross-functional teams to ensure seamless operations and high-quality service delivery.
- Implemented customer feedback mechanisms, leading to a 15% improvement in customer satisfaction scores.
- Ensured compliance with company policies and industry regulations, maintaining a high standard of operational excellence.

Xceed Contact Center
Call Center Manager

January 2011 - July 2014

- Led and managed the operations of Xceed Contact Center, ensuring efficient and effective service delivery.
- Developed and implemented strategies to improve customer satisfaction and retention rates.
- Supervised a team of call center agents, providing training and support to enhance their performance and productivity.
- Analyzed call center metrics and performance data to identify areas for improvement and implement corrective actions.

- Streamlined processes to reduce call handling time by 15%, increasing overall efficiency.
- Coordinated with cross-functional teams to resolve customer issues promptly and effectively.
- Maintained high standards of quality assurance, ensuring compliance with company policies and industry regulations.
- Fostered a positive work environment, promoting teamwork and employee engagement.

Education

Ain Shams University, Cairo, EGYPT

1998 - 2002

Faculty of Commerce, Accounting Dep.