

WORK EXPERIENCE:

- **SE Group** **GCC \ Egypt**
Head of Account Management (01/2024 - 05/2025)
 - Oversaw key client relationships across the GCC region, ensuring satisfaction, retention, and strategic alignment.
 - Led account growth through tailored digital marketing and e-commerce solutions, identifying upselling opportunities.
 - Directed onboarding, campaign planning, and performance reporting while guiding data-driven account strategies.
 - **J&T Express** **Giza and East Region, Egypt**
Customer Service and Client relationships Manager (10/2021 - 12/2023)
 - Led customer service operations and managed key client relationships, ensuring high satisfaction and loyalty.
 - Trained and supervised service teams, resolved escalations, and implemented improvements based on feedback and data analysis.
 - Achieved major milestones including a 95% reduction in errors, leading the top-performing region, and receiving the Best Customer Service Manager award (2022).
 - **Noon** **Damietta & Mansoura, Egypt**
Customer Service Supervisor (01/2020 - 09/2021)
 - Supervised and coached a customer service team to handle inquiries and resolve issues efficiently across multiple channels.
 - Monitored performance metrics and implemented improvements to enhance team effectiveness and customer satisfaction.
 - Collaborated with cross-functional teams to address operational challenges and used customer feedback to drive continuous service enhancements.
 - **BOSTA** **Canal Region, Egypt**
Branch Manager (02/2014 - 12/2019)
 - Managed branch operations focusing on sales growth, client acquisition, and maintaining high customer satisfaction.
 - Led and trained sales and customer service teams, resolving escalations and improving team performance.
 - Coordinated with internal teams and implemented marketing initiatives to enhance service delivery and increase business.
 - **ORANGE** **Cairo, Egypt**
Solutions Sales Manager (03/2011 - 01/2014)
 - Managed and trained a high-performing team of 29 customer service and sales representatives.
 - Developed and implemented strategic sales plans to drive significant revenue growth.
 - Collaborated cross-functionally with marketing and product teams to tailor customer solutions.
 - Built and maintained strong, long-term relationships with key client decision-makers.
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KEY SKILLS:

- Customer Service Leadership
 - Team Training & Development
 - Client Relationship Management
 - Conflict Resolution & Escalation Handling
 - Performance Monitoring & KPI Management
 - Process Improvement & Quality Assurance
 - Multichannel Customer Support
 - Data Analysis & Customer Feedback Interpretation
 - Cross-functional Collaboration
 - Communication & Interpersonal Skills
 - Problem Solving & Decision Making
 - CRM Systems & Customer Support Tools
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EDUCATION:

- **Port Said University - Bachelor of Business Administration**
2007 (Completed)
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LANGUAGES:

- Arabic (Native Speaker - Egyptian)
 - English (Proficient)
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LICENSE:

UAE Driving License (*In Progress*)
Egyptian Driving License (*Valid*)
