

Moataz Hagag

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Senior Managed Services Supervisor

Professional Summary

Experienced Managed Services Supervisor with a strong background in overseeing daily operations, ensuring exceptional customer service, and maintaining team performance. Adept at staff training, metrics monitoring, and process improvements to enhance efficiency. Possesses excellent leadership and communication skills, with a proven ability to motivate and guide teams effectively. Adept at maintaining comprehensive tracking and reporting systems to ensure efficient service delivery.

In-depth understanding of ATM hardware and software systems.

Familiarity with ATM networks, communication protocols, and encryption standards.

Knowledge of troubleshooting and maintaining ATMs, including cash management and security features

Skills

- Customer Relationship Management.
- Excellent communication skills for handling client inquiries.
- Strong leadership skills to manage and guide the service team.
- Conflict resolution and maintaining team morale.
- Ability to manage escalations and ensure effective solutions.
- Vendors, 3rd parties & Partner Coordination.
- Optimizing operational costs while maintaining high service levels.

Professional Experience

Managed Services Supervisor (MS)

NCRATLEOS –Egypt

Type of Business: MEA Managed Services Operations.

February 2020 – Present

- Supervising MS Accounts (Arab Bank, HDB Bank & EL Baraka Bank).
- Manage ATM financial positions and replenishments.
- Oversee ATM inventory process and coordinate with CIT.

- Responsible for ATM cash settlement and reconciliation.
- Provide training and coaching for ATM replenishment and maintenance.
- Lead ATM process handovers from CIT to respective branches.
- Monitor ATM availability and incident management.
- Expert user of Gasper systems.
- Managed ATMs fleet for several banks: Arab Bank, QNB, Emirates NBD, Mashreq Bank, FAB Egypt, Bank Misr.

Career path Experience

Managed Services - Team Leader Assistant

NCRATLEOS – Egypt

Type of Business: MEA Managed Services Operations.

February 2015 – January 2020

- Managing ATM services and handling customer escalations.
 - Supporting ATM replenishments and process coordination with CIT.
 - Managing inventory and operational issues related to ATMs.
- **From August 2012 to February 2015**– Senior Bank Owner/Account Manager– Arab Bank, QNB, Emirates NBD, Mashreq Bank, NBAD Egypt, Bank Misr.
NCR Egypt- Type of Business MEA Managed Services Operations.
 - **From 2008 to August 2012** – Bank Owner/Account Manager- Arab Bank, NBAD Egypt, HDB.
NCR Egypt- Type of Business: MEA Managed Services Operations.
 - **From 2005 to 2008** – ATMs Incident Management Shift Leader.
NCR Egypt- Type of Business: MEA Managed Services Operations.
 - **From 2002 to 2005** – ATMs Incident Management Agent.
NCR Egypt- Type of Business: MEA Managed Services Operations.

Education

Bachelor's degree, Faculty of Commerce Ain Shams University, Egypt 1998.

Personal Particulars

Date of Birth: July 19th, 1977

Place of Birth: Cairo, Egypt

Nationality: Egyptian

Languages: Bilingual (English and Arabic)