



# Ahmed Osama Ahmed Elbadawy

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## Objective

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I seek challenging opportunities where I can fully use my skills for the success of the organization.

## Experience

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- National Company for Fisheries and Aquatic Life at the Ministry of Defense** 2016 - 2017  
Legal advisor  
Writing and drafting legal contracts concluded between the National Company for Fisheries and Aquatic Resources and any other company
- El fayrouz private school** 2017 - 2018  
English teacher  
English teacher for primary and secondary school
- Ecco outsourcing (Vodafone account)** 2018 - 2021  
CSA & Team manager  
As a customer service employee, one of my tasks was to help customers solve all their problems in line with the company's policies. As a customer service manager, one of my most important tasks was to encourage the customer service employee and create a suitable environment to achieve the goals he works for.
- Mirage brokerage** 2021 - 2022  
Broker  
I follow the stock price in the market and anticipate the rise or fall of the stock price. Accordingly, I direct the client who owns the account to buy or sell and help him achieve the highest profit.
- Teleperformance(amazon middle east)** 2022 - 2023  
Subject matter expert  
My job was to follow up on employees' performance and try to make exceptions for customers in line with company policy.
- Teleperformance(amazon middle east)** 2023 - 2024  
Operation super visor  
It was the same job as a team leader, but with a different name. My job was to manage the team, listen to their calls, give them feedback to try to improve their performance on the call, and monitor absences, performance, and operation interval.

## Education

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- Faculty of law** 2013

## Skills

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- Problem solver
- Good negotiator
- Flexibility in finding solutions to different problems and the ability to learn new skills
- Ability to innovate and think of different solutions
- Organizing and managing work tasks
- Humility and taking responsibility for any failure and working to correct it
- The ability to speak, build relationships, motivate change and influence decisions.
- Initiative in putting forward ideas and enthusiasm in accomplishing tasks

## Languages

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- Arabic: mother language
- English : reading & writing good