

ABDELHAMID GOMAA

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Proactive and results-driven Customer Service Manager with a strong background in managing call center operations and driving team productivity. Experienced in leading and motivating teams to achieve high standards of customer service and operational efficiency. Skilled in employee training, performance assessment, and process improvement, with a proven track record of enhancing customer satisfaction and loyalty. Adept at coordinating documentation, inventory, and schedules to optimize team performance. Committed to continuous improvement and achieving organizational goals.

EDUCATION

Bachelor's Degree in Hotel Management

June 2014

- Faculty of Tourism and Hotel Management, Helwan University

EXPERIENCE

Call Center Manager | JAC Appliances – Nafea Group | Badr city, Cairo

2023 – Present

- Supervise employees and assess performances to identify training needs and decrease process lags.
- Collaborate with upper management to improve customer service processes and support structures across the company.
- Address customer concerns and implement solutions to enhance company loyalty.
- Manage team productivity and workflow to meet or exceed quality service goals.
- Develop customer satisfaction surveys and translate results into actionable plans.
- Measure performance using KPIs and metrics to drive continuous improvement.

Operation Supervisor | McDonald's Delivery K.S.A - Jobzella Company | Maadi, Cairo

Feb 2021 – Dec 2022

- Hired and onboarded new employees, ensuring smooth integration into the team.
- Monitored call quality and provided feedback to enhance individual and team performance.
- Handled escalation and resolved complex customer issues effectively.
- Increased operational efficiency through targeted staff training on customer service protocols.
- Managed scheduling for agents and specialists to optimize productivity.
- Prepared and presented monthly/annual performance reports to management.

Call Center Team Leader | | McDonald's Delivery K.S.A - Alkhaleej Company | Maadi, Cairo

May 2017 – January 2021

- Coached team members on call strategies to meet targets and improve customer retention.
- Developed expertise in products, processes, and trends to enhance customer experience.
- Oversaw call monitoring, coaching, and corrective actions to maintain high performance standards.
- Managed a team of 50 agents, ensuring adherence to goals and quality standards.
- Reported on daily and monthly metrics to track performance and identify areas for improvement.

SKILLS

Soft Skills:

- **Leadership & Team Management:** Experienced in leading teams, coaching, and mentoring to achieve high performance.
- **Communication:** Strong verbal and written communication skills, adept at negotiating and resolving conflicts.
- **Problem Solving:** Proficient in identifying issues and implementing effective solutions to improve operations.
- **Organization & Time Management:** Skilled in prioritizing tasks, managing schedules, and ensuring deadlines are met.
- **Customer Focus:** Dedicated to providing excellent customer service and enhancing customer satisfaction.
- **Adaptability:** Able to thrive in fast-paced environments and handle multiple tasks simultaneously.

Technical Skills:

- **Microsoft Office Suite:** Advanced proficiency in Excel, Word, and PowerPoint.
- **VBA (Visual Basic for Applications):** Competent in automating tasks and creating macros in Excel.
- **Google Suite Tools:** Skilled in using Google Docs, Sheets, Slides, and Drive for collaboration and productivity.
- **Photoshop:** Basic knowledge of image editing and design.

Industry-Specific Skills:

- **Call Center Management:** Expertise in managing call center operations, including staff training, performance monitoring, and process optimization.
- **KPI Analysis:** Proficient in measuring performance using key performance indicators (KPIs) and other metrics.
- **Customer Relationship Management:** Strong understanding of customer needs and strategies for improving customer loyalty.

Courses

- **English Language** – Ministry of Defense Language Institute
- **Leadership** – American Hotel & Lodging Association
- **Human Resource Management** – American Hotel & Lodging Association
- **ICDL (International Computer Driving License)** – Helwan University

Personal

- **Date of Birth:** November 30, 1991
- **Marital Status:** Married
- **Military Service:** Completed
- **Nationality:** Egyptian