

Ahmed Gamal Ibrahim
Mohamed Eldwaik

PERSONAL INFORMATION

Language: Arabic Fluent English
(Writing & Speaking)

Address:
Al mazroiya, kornish Al Dammam

Age: 28 years.

Military status: completed

OBJECTIVE

To achieve high career growth through a
continuous learning process and keep
myself competitive

To work hard with full determination to
achieve organization as well as personal
goals.

To seek challenging assignment and
responsibility, with an opportunity for
growth and career advancement as a
successful achievement.

WORK EXPERIENCE

Corporate Client Services at Siparadigm [From 01/09/2020 to 1/05/2021]

Quality Assurance Reviewer at Uber Eats EMEA [From 01/07/2018 to 05/06/2020]

Monitor quality reviews of customer support interactions throughout.

Multiple support channels email, phone support and live chat. (COE & BPO).

Deliver quality insights and deep dive and analyze to find trends and root causes of errors to give feedback to stakeholders on weekly bases.

Create projects to improve the support quality, site calibration, BPO calibration.

Meeting with support teams on weekly bases to share insights from review results.

Weekly coaching sessions for the support team members individually.

Creating quality assessments for the promotions.

Leading the calibration and alignment meetings for (BPO & COE).

Assigning the audit queue for the quality auditors.

Train the new Uber Eats quality assurance members.

Account manager at Uber Eats MEA [From 5/11/2017 to 30/06/2018]

Own relationships with UberEats restaurants: developing, growing, and supporting accounts.

Provide operational guidance to restaurants to help them grow their business with Uber. Help restaurants to understand the impact of their UberEATS usage.

Collection officer at Accelerated DME Recovery a medical care provider located in New York [From 15/5/2017 to 1/11/2017]

Corporate Support at Vodafone Small Medium Business Enterprise United Kingdom [5/12/2016 to 13/5/2017]

Customer Service Advisor at Orbit Showtime Network Middle East and North Africa [15/7/2015 to 15/10/2015]

Operation Team Lead at Convention Housing Planners Travel agency located in Maryland USA from [01/07/2014 to 10/07/2015]

Training the newcomers about the customer service skills. Phone etiquette coaching for the Inbound & Outbound calls.

Overseeing the attendance for the team and scheduling their breaks. 1:1 meetings.

Tele Sales at Convention Housing Planners Travel agency located in Maryland USA [01/03/2013 to 30/06/2014]

COURSES

Six Sigma: Green Belt from Project Management Institute PMI.

CONTACT DETAILS

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<https://www.linkedin.com/in/ah-med-gamal-el-dwaik-6599a3150/>

SPSS statistical package for the social sciences [a software package used for logical batched and non-batched statistical analysis] Ain Shams University.

Excel 2016: Advanced Formulas and Functions [Lynda].

Sales: Customer Success [Lynda].

SKILLS

Excellent analytical skills.

Microsoft Word, Microsoft Excel, Power Point, Google sheets, Google slides. PCs and network troubleshooting skills.

Account Management.

Negotiation skills.

Salesforce.

People Management.

Customer Relationship Management.

Ability to work under pressure and handling several tasks efficiently. Have the ability to work as an effective part of a team.

Have the ability to explain complicated issues in a simple and basic way. Very fast typing skills (English & Arabic).

Coaching. Monitoring. Marketing.

Team Management. Technical Support. Quality Management. Time Management. Organizational skills.

EDUCATION

Graduated from Ain Shams Academy. 2015.

Major: Marketing & foreign trade.

Bachelor degree