

May 17, 2020



RE: Employment Certificate for Ahmed Gamal Ibrahim El Dwaik at Uber Misr Community Operations Center LLC

To Whom It May Concern,

The following is to attest that Ahmed El Dwaik has worked at Uber Misr Community Operations Center LLC during the period from November 5, 2017, to June 5, 2020, in the role of Quality Assurance Specialist and an Account Manager. Employee's responsibilities included below:

- Manage quality assurance specialist teams for COE & BPO.
- Perform RCA to identify issues/solutions
- Provide insights to Team Leads and CommOps Managers on what CSRs can do better.
- Work with Stakeholders to drive the quality agenda
- Help create and update reports to provide insights to other teams in the business on what is causing quality errors and how we can improve the Customer experience.
- Participate in the creation of recommendations on improvement based on customer feedback.
- Liaise with LOBs in the different markets supported by the COE to give feedback on what processes can be improved in order to increase the quality of our support.
- Prepare daily/weekly/monthly reporting for LOBs to track and trend quality issues.

Sincerely,

Hend Rasmy,
People Operations Manager EMEA
On behalf of Uber Misr Community Operations Center LLC



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