



# MOHAMED IBRAHIM

QUALITY ASSURANCE OFFICER (LEAD  
ACTIVATOR)



Abudhabi, United Arab Emirate  
s



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## LANGUAGES

Arabic

English

## SKILLS

- Microsoft Office
- Microsoft Excel
- Advising
- Interactive Communications
- Customer Relationship Management
- Quality Assurance
- Tourism
- Sales
- Business To Business
- Customer Service
- Office Online
- Calibration
- Product Quality (QA/QC)
- Web Portals

## DRIVING LICENSE

- DRIVING LICENSE  
CATEGORY  
UAE Driving License

## ABOUT ME

- Quality Assurance Specialist | Six Sigma Green Belt

- Experienced Quality Assurance Specialist with a demonstrated history of working in the contact center industry.
- Aware of the customer care concept and how to aim the customer satisfaction.
- Skilled in Excel Models, Microsoft Word and communication with employees in regular meetings.
- Six Sigma Green Belt.

## WORK EXPERIENCE

- QUALITY ASSURANCE OFFICER (LEAD ACTIVATOR) | MAY 2023 - NOV 2023

### PROPERTY SHOP INVESTMENT (PSI), ABU DHABI

- Doing QA calls to the lost deals or to follow up with the customer requests.
- Receive inbound calls including transferred sales leads and calls from current and potential customers.
- Follow communication scripts when handling different scenario .
- Monitoring the old and fresh leads on CRM and reassign them to the sales or leasing agents.
- Manage large amount of inbound and outbound calls in a timely manner • Enter the required information in CRM daily lead report.
- Making proposal for lowest market price of property.
- Clarifying the customer's complaint .
- Checking web portals for our advertisement. (Property Finder , Dubizzle , Bayut).
- Assign leads to the sales / leasing teams.
- Checking Whatsapp request messages on ChatBot and different type of portals.
- Making the sales and leasing agents rotations as per the daily attendance.

- QUALITY ASSURANCE SPECIALIST | OCT 2021 - JAN 2023

### ALHARFASH GROUP, CAIRO

- Responsible on handling 2 LOB : Maqadhe (Ecommerce company) - Safa Online (Tourism company).
- Responsible of call monitoring and providing actionable insights , Through monitoring ,Gathering information to improve agent performance in the contact center ,As the QA monitors the customer interactions, Using evaluation forms to capture insights from these interactions.
  - Calibration sessions in order to ensure all key departments are aligned for monitoring the quality of the interactions to discuss issues and trends as well as address the latest trends.
  - Enhance and update quality assurance policies and procedures "Transaction scenario".
  - Identify training needs and organize training interventions to meet quality standards. – Give refreshment or new updates sessions.
  - Give training to new batches .
  - Coach the agents on the spot for errors.
  - Develop, recommend and monitor corrective and preventive actions.
  - Responsible of identifying compliance errors , This to ensures greater agent understanding of required scripting or fulfilment obligations and reducing business vulnerabilities.
  - Responsible of Creating reports that reflect support agent performance
  - Analyze all customer service metrics (e.g. CSAT, DSAT) and how the support team's performance affects those KPIs.

- CUSTOMER SERVICE REPRESENTATIVE | MAY 2020 - OCT 2022

### MAQADHE ( ALHARFASH GROUP), CAIRO

- Experienced in a call center & Ecommerce industry.
- Solving problems with billing, service or product quality issues customers called about by making referrals to the appropriate supervisor, investigating billing details or scheduling service appointments.
- Manage large amounts of incoming phone calls.
- Building sustainable relationships and trust with customer accounts through open and interactive communication.
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits and follow up to ensure resolution.
- Using Magento system.
- Answering daily calls from customers in a high-volume call center regarding service problems, product order progress and other concerns.

- TRAVEL CONSULTANT (SALES) | FEB 2018 - APR 2020

### ALMOSAFAER - SEERA GROUP, CAIRO

- Discuss and learn about their travel requirements.
- Helping the customers to plan trips to domestic or international destinations, tours, accommodation, transport, insurance and fares.
- Suggest suitable travel options that best suite clients' needs.
- Book tickets, reserve accommodation, organize rental transportation.
- Using GDS system ( Amadeus , Galileo ).
- Inform clients and provide useful travel material such as guides, maps and event programs contractor / operation.

- CONTRACTOR | JUN 2016 - JAN 2018

### ALNADY TOURS, CAIRO

- Responsible of planning, development, promotion, administration and implementation of tourism products • Responsible to design hotel packages , transportation and pricing • Make a contracts directly with the hotels , B2B and B2C.

## EDUCATION

- BACHELOR OF SCIENCE | 2018

MUST UNIVERSITY FOR SCIENCE AND TECHNOLOGY, CAIRO

## COURSE

- LEAN SIX SIGMA GREEN BELT | NOV 2023

INTERNATIONAL INSTITUTE OF BUSINESS ANALYSIS (IIBA)