

Rami Alhetteh

Service Delivery Manager

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OBJECTIVE

I'm an energetic, ambitious and supportive manager who has developed a mature and responsible approach to any task that I undertake, or any situation that I'm presented with. I'm excellent in working with others to achieve a certain objective on time and with excellence.

WORK EXPERIENCE

Centro CDX | Team Leader

Cairo, Egypt

11.2022 – current

- Managing over 10 agents
- Handling the daily operations & escalation
- Setting up the agents' goals and objectives and following up to get them by improving their skills
- Achieving the department objectives and setting short & long term ones
- Helped the department to increase the yearly revenue

Cairo, Egypt

07.2023 – 12.2023

The Ark Avenue | Business Developer & Real Estate Broker

- Managed to generate leads and developing companies in Egypt to be contracted with our company in Dubai.

Damascus, Syria

03.2020 – 08.2022

Syriatel Mobile Telecom | Account Receivable Accountant

- Revenue closing period entries & closing entries with 7 working days.
- AR accounts reconciliation.
- Handling and recording E-payment issues and transactions with the needed accounting entries on a monthly Basis & E-payment accounts reconciliations.

Damascus, Syria

01.2019 – 02.2020

Syriatel Mobile Telecom | Customer Service delegate supervisor

Syriatel Mobile Telecom | Customer Service representative

Damascus, Syria

10.2017 – 12.2018

EDUCATION

Damascus University | Bachelor degree in Accounting with Honours

Damascus, Syria

01.2015 – 12.2019

The Second Commercial and Banking Institute | Technical Diploma, Commercial & Banking

Damascus, Syria

10.2011 – 02.2016

SKILLS & INTERESTS

Software skills

Microsoft Office: 10 years of experience using Outlook, Word, Excel, and PowerPoint

Oracle User: 3 years of experience using financial accounting system

Interests

Course on Intermediate Accounting by (Ousos)

Soft skills

Management and leadership

Growth mindset

Critical thinking

Innovation

LANGUAGES

- **Arabic** (Native)
- **English** (Fluent)

REFERENCES

Operations
Manager

Waled Hafez
Email: Waled.hafez.666@gmail.com