

Eman KhairAllah

El Nozha el Gedida - Cairo

PROFESSIONAL EXPERIENCE

APPLIANCE PINS – AUTHORIZED AGENT FOR ORANGE. TELECOMMUNICATIONS

Portfolio specialist, September 2016 – Present

- Maintaining the corporate account by following up around upgrading rate plans , adding services dials & Add-on's.
- Managed sales team among 3 canal Cities (Ismailia - Suez – Portsaid) and response for their KPI's and targets and the customer relations and how they delivered the best phase of customer experience.
- Handled customer feedbacks on the sales team and raise the issues to the portfolio manager to take the proper action and reach to customer satisfaction.

VODAFONE VIS (QATAR ACCOUNT) - TELECOMMUNICATIONS

Back Office Advisor, December 2013 – June 2014

- Second line support, contacting with system vendor and network vendor to solve the Customers issues.
- Receiving service requests from the frontline and cascade it to system (Seibel) vendor support Or Network Vendor (ALO).
- Validating the respond cases and then taking action either on Service request or contacting the customer.
- Handled two intervals of tickets and remedies each interval 5 hours and all tickets was handled before end of the ETA.
- Seek accurate information from other departments on customers' inquiries & communicate it to the team members

VODAFONE VIS (QATAR ACCOUNT) - TELECOMMUNICATIONS

Customer Care Representative, April 2012 – December 2013

- Handled customer queries via voice for 19 months; 6 months continuously on the top 10 achievers list.
- Maintained highest account record of (Net Promoter Score) of 47% (target 15%) for technical support GPRS, and 67% (target 45%) for mobile customers.
- Acting As Call center supervisor for 90 Days among 10 agents for their KPI's , productivity , quality reports
- brief the team on the latest updates around the rate plans , promotions & a new quality rules to avoid any fatal mistakes.

- Provide immediate & continuous support to all my team members to enhance& develop their performance; representing a positive link between Reps on one hand to ensure a smooth running of workflow & communication.

EDUCATION

October 6th university, 6th October , Giza

Bachelor of language and translation , July 2006

ADDITIONAL SKILLS

- Expert in Microsoft Office, with a focus on Excel
- Salesforce

COURSES

- HR Diploma from EgyCham 2015
- English conversation course (British Council). 2008
- United Nation Translation Course (IBC). 2007
- Human Development Course (Arrange Your Life).
- International Youth Award Course.