

Rami Hamdan

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Date of birth: 1-June-1985

Nationality: Lebanese

Objective

I am a very hard worker who is always eager to learn and accept any challenge that comes in my way. I am a very fast learner and independent and which allows my superiors to rely on me and always try to exceed their expectations. Very customer oriented.

Specialties: Professional Customer Service, Communication Skills both verbal / written, Technical Skills, Business oriented, Reporting and Analysis.

Experience

Residential Implementation

Team Leader

**B.Online & B.Wireless Communications Company
Kuwait**

November-2018 - August 2022

- Monitors and improves morale through application of effective leadership, coaching skills, and recognition of team performance.
- Involves and engages team members through process improvement discussions, follows-up on suggestions, and regular communication.
- Ensures consistent administration, compliance and application of policies and procedures.
- Ensure professional and courteous support to customers while leading operations and coaching team members to maintain service quality.
- Provide feedback to both management and team members. Make recommendations on activities of staff regarding training, motivating, product/customer knowledge, etc.
- Provide status reports to management.
- Promotes and maintains a high quality, professional, service-oriented company image within the team and with the customers.
- Responsible of the maintenance of the process documentation under his team within the ISO norms.
- Supervise day-to-day operational activities (Field visits).
- Provide prompt support to residential team including escalation and information resource.
- Develop residential team technical skills and facilitate training's new hiring resources with HR.
- Work closely with the Technician Team maintain a high quality of customer experience.
- Complete additional tasks as assigned by Management.
- Generate Daily/Monthly reports and analyzing statistics presenting then in a professional presentable .

Residential Call Center & Implementation Team Leader

Gulfnet Communications Company (Currently B. Online)
Kuwait
October-2013 - November-2018

- Develop KPIs and conduct monthly appraisal to review staff performance.
- Conduct routine monthly customer's surveys to discuss their service satisfaction.
- Foster excellent relationships with all company's departments and maintain effective cross-functional communications.
- Lead the residential team to promote service oriented environment focused on customer satisfaction.
- Monitors and improves morale through application of effective leadership, coaching skills, and recognition of team performance.
- Involves and engages team members through process improvement discussions, follows-up on suggestions, and regular communication.
- Ensures consistent administration, compliance and application of policies and procedures.
- Ensure professional and courteous support to customers while leading operations and coaching team members to maintain service quality.
- Provide feedback to both management and team members. Make recommendations on activities of staff regarding training, motivating, product/customer knowledge, etc.
- Provide status reports to management.
- Promotes and maintains a high quality, professional, service-oriented company image within the team and with the customers.
- Responsible of the maintenance of the process documentation under his team within the ISO norms.
- Implement and maintain an optimum roster for Residential team.
- Supervise day-to-day operational activities (inbound calls, and field visits).
- Provide prompt support to residential team including escalation and information resource.
- Develop residential team technical skills and facilitate training's new hiring resources with HR.
- Work closely with the Technician Team maintain a high quality of customer experience.
- Complete additional tasks as assigned by Management.
- Generate Daily/Monthly reports and analyzing statistics presenting then in a professional presentable.
- Develop KPIs and conduct monthly appraisal to review staff performance.

- Conduct routine monthly customer's surveys to discuss their service satisfaction.
- Foster excellent relationships with all company's departments and maintain effective cross-functional communications.
- Lead the residential team to promote service oriented environment focused on customer satisfaction.

Residential Call Center Shift In-Charge

Gulfnet Communications Company (Currently B. Online)
Kuwait
November-2007 - September-2013

- Generate Daily/Monthly Reports.
- Handle escalated customer calls.
- Maintain shift KPI.
- Monitor and review the call quality of the agents by using a Call Center quality grid.
- Updated the agents KPIs results by filling the agent scorecard.
- Monitor and coach the agent's performance as per defined KPIs.
- Receive inbound calls (including VIP mobile hotline) and resolve customers technical complains at the minimum time.
- Proactively conduct courtesy outbound calls to customers to ensure their satisfaction.
- Maintain agent's daily punctuality and order during assigned shift.
- Assist residential support agents to resolve technical issue.
- Monitor & follow-up on all open cases with various department via email/CRM/Calls.
- Escalate customer's complaints to Call Center Customer Care Team Leader when unable to resolve issues.
- Provide agents with systems training, up-to-date information, and continuous coaching.
- Provide on-call support to agents during weekends (calls related to VIPs and critical problems).
- Handle upset customers when being escalated by agents.
- Complete additional tasks as assigned by Supervisor.

Branches & Studio Supervisor

Turban Art Production Company Jabriya
February-2005 - November-2006

- Responsible for the Studio work production and schedules, supervise and direct the employees.
- Monitor the work of the branches, and staff.
Raise the sales performance in the branches and control the profits.
- Follow up profits with accounting and reporting and analysis to management.
- Supervision of all new in branches before selling.

Technical Support

Monira Internet Network Shops Salmiya
January-2003 - September-2004

- Technical support for the Hardware and Software system.
- Re-repair hardware, installation and programming of new devices.

Senior Sales & System Technical

Man to Man Shops Kuwait
January-2002 - October-2002

- Official sales management.
- Responsible for the sale of goods to customers.
- Control goods available & ended, work schedules to provide new Inventories.
- In charge of the shop program and monitoring system if the malfunction happened and work to resolve it.



Education

- **Qualiteam Institute**
Leadership & Coaching Certificate
 - **Q8 Institute**
CCNA (Attendance)
 - **HDI Certified**
HDI Customer Service Representative
 - **The National Institute**
Diploma in English language and Introduction to computer basics.
 - **Info Center**
Certificate in "Installing, Configuring, and administering Microsoft windows 2000 professional".
 - **Info Center**
MCSE. (Microsoft certificated system engineer)
 - **AL-Ikhlas School**
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Hard Skills

- Salesforce experience
- CRM implementation experience
- Business knowledge
- Working in multicultural environments
- Documentation
- Analysis
- Requirements gathering

Skills

- Team Leadership
- Networking
- Team Management
- Telecommunications & Communications
- Performance Management
- Troubleshooting
- Reporting & Analysis
- Professional Customer Service
- Project Planning
- Training

Languages

- Speaking and writing Arabic.**
Fluency
- **Speaking and writing English.**
Excellent