

Mohamed Ahmed Mohamed

Workforce Analyst / Resources Planner / Business Analyst

Experienced Programmer with a demonstrated history of working in the telecommunications industry maintaining Call Centre metrics from Service Levels, Occupancy and Customer Experience. Who has proven the ability to automate daily analysis, reports and presentations efficiently and reduce cost/FTE. Skilled in Visual Basic, PHP, Customer Satisfaction, Outsourcing and Team Building



Contact

Address

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Skills

Expert in Business Analysis, Presentations, Reporting, Resources Planning, Governance, Partner Outsourcing.

Microsoft Office System (Excel, Word, PowerPoint and Outlook).

Programming Languages such as Visual Basic, PHP, HTML and CSS.

Automating daily routines using AutoIT, Python, Selenium.



Work History

10/2016 -
Current

Senior Workforce Management Analyst

Etisalat UAE

- 8+ Years Long Experience with WFM/ACD systems such as CMS Reports/Dashboards, WFM Aspect, Verint WFM and Teleopti.
- Analyse daily call volume and comparing that to scheduled personnel to ensure contact center is staffed appropriately and efficiently
- Developing Automated Scripts for daily analysis and tasks using Python, Selenium, Java, Autoit. etc.
- Monitoring Real Time Queue and adjust as needed to achieve service level while implementing solutions to maintain aspects like AHT, Occupancy and Customer Experience
- Scheduling and tracking time off phones for miscellaneous activities such as meetings, training's and coaching
- Administer and maintain vacation and other time off allowances for Call Center personnel.
- Created training materials for new employees to provide information about attendance guidelines
- Worked with management to develop analytical strategies and tactical plans to meet different requirements
- Managed overtime, shift swaps, breaks and PTO requests.

Languages

Arabic ●●●●●
Native

English ●●●●●
Native

Software

Visual Basic ●●●●●
Excellent

Excel ●●●●●
Excellent

Python ●●●●●
Excellent

Avaya CMS ●●●●●
Excellent

Aspect WFM ●●●●●
Excellent

01/2015 - 09/2016 **Senior Technical Support Engineer (High Value)**

Etisalat UAE

- Assist with placement of orders, refunds, or exchanges
- Inform our high value customers about company products, or latest offers and raffles
- Take payment information and other information such as addresses and phone numbers
- Assist the customers to solve technical issues than can be faced while using Etisalat Services such as Mobile services or e-Life internet / TV
- Follow up any pending complaint with the concerned departments to ensure the most valuable customer service experience to be provided to our Prestige Customers

01/2014 - 08/2015 **Technical Support Specialist**

TEData - Egypt

- Working with customers/employees to identify computer problems and advising on the solution - Logging and keeping records of customer/employee queries - Analyzing call logs so you can spot common trends and underlying problems - Updating self-help documents so customers/employees can try to fix problems themselves - Working with field engineers to visit customers/employees if the problem is more serious
- Collaborated with vendors to locate replacement components and resolve advanced problems.

01/2012 - 01/2014 **Web Developer/Programmer**

Freelancer

- Utilizing my programming skills across multiple web development languages to create a customized web applications according to customer's requests, Using HTML, CSS, PHP, Python and MYSQL.



Education

06/2019 - 12/2021 M. Business. Administration (MBA):
Operations Management

- Jaipur National University - Jaipur, India

08/2008 - 01/2012 Faculty of Education: History *Helwan University -*
Egypt

- Graduation year : 2012



Certifications

06/2020	Six Sigma White Belt
07/2020	Microsoft Certified Excel Analysis Expert
07/2019	UDACITY - Full Stack Developer Nanodegree
02/2016	CCNA - Self Study



Accomplishments

- Led several outsourcing projects staffing and head hunting and business partner invoice managing.
- Automated all Workforce daily tasks by programming several BOTs that are being managed remotely. Which saved massive cost, time and headcount
- I have enrolled into 1 Million Arabic Coder (Full Stack Developer Track) initiative by H.H Shiekh Mohamed Bin Rashed and got 9th rank on whole middle east
- Got promoted to RTM Specialist after 1 Year from working in call center field
- Got 8 times awarded as "Employee of the month" within Etisalat UAE