# Moaz Mohamed Shawish

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## Professional Profile | OPERATIONS & CUSTOMER CARE | PROJECT & ACCOUNT MANAGEMENT

Professional with over **13 years** of experiences. Predominantly in the areas of:

| Logistics & Transportation | Team leadership | Information Technology | Business development |
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| Strategic Planning | Quality Assurance | Internal & External Auditing |
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Ω  A keen analyst with exceptional relationship management & negotiation skills, including leadership with clear vision to accomplish the company goals to ensure positive morale and effective daily operation.

Ω  Conceptually strong with an innovative and analytical approach to the work with an eye for detail, ability to learn new concepts & technology within a short span of time.

Ω  Specialize in conflict resolution and the timely preparation of operations and productivity reports.. Significantly reduced data errors and bolstered call intake and productivity by 60%.

Ω  Extensively contributed to several operations review boards tasked with optimizing performance management and Internal auditing. Offering advanced expertise and strong qualifications in mail services, logistics, and mailroom administration.

Ω  Well-developed oral and written business communication skills. Good listener and motivator with exceptional interpersonal skills.  Established competence in customer relations. Detail-minded with good eye for balance and organization. Skilled and creative in resolving problems.

## Work Experience

**Aug 2016 – Date :  Zajel Courier** (Dubai. UAE) as **Customer Care Supervisor (Manager In-charge)**

**Jun 2008 –Jul 2016 : RTA Salik 'TransCore"** (Dubai. UAE) as **Quality Assurance Lead**

**Jun 2008 –Jul 2010: DIGGI CASS**  (Ajman. UAE) as **IT Support**

**Jun 2008 –Jul 2010: ECHO AIR TRANSPORT**, (Khartoum- Sudan) as **IT Technician**

## Domain Responsibilities

**OPERATION's:**

Ω  Determines operational strategies by conducting needs assessments, performance reviews, capacity planning, and cost/benefit analyses; identifying and evaluating state of  technologies; defining user requirements; establishing technical specifications, and production, productivity, quality, and customer-service.

Ω  Manage daily operations with customer Service, Inbound and Outbound, reception team .Processed performance reviews and reports for employees and presented reports during board meeting.

Ω  Continually review and evolve the collection of processes use to track, oversee and organize every interaction throughout the lifecycle, liaise with relevant business owners to champion change and lead prioritized service delivery improvements

Ω  Keep records of all shipping activities, documenting procedures, guidelines, and changes in procedures for reference purposes. Monitor inventory levels, ensure safety within the unit, and also complete necessary paperwork where it is required. Identify and resolve complaints from customers; mailroom unit to maintain a healthy inventory level; and the accounting unit.

Ω  Following up & ensure shipping orders are filled and ready for delivery by certifying that there is enough inventory in stock to fulfill orders.

**AUDITING – COMPLIANCE:**

Ω Conduct internal audit and assessment for other department and Ensured complete, accurate and timely audit information are reported to Management /or Risk Committees.

Ω Maintained process control and quickly closed gaps. Analyzed & evaluated risks and controls resulted in satisfactory ratings.

Ω Identified best practices in control design and operational effectiveness, and develops cost-effective recommendations / solution and forecasting capacity planning.

Ω Reporting to senior management about the periodic updating and exceptional grievance in operations.

**CUSTOMER EXPERIENCE:**

Ω Collate and analyze customer expressions of dissatisfaction and complaints, QMS, mystery shopper and Net Promoter Score feedback, ensure that NPS increases across the organization over time.

Ω Designed call flow and reporting system, researched, selected and implemented the call center with a CRM system, phone system, and call center statistics. Maintains equipment by evaluating and installing equipment; developing preventive maintenance programs; calling for repairs; evaluating and implementing upgrades.

Ω Focused on all key metrics in the call center environment including: member satisfaction index, issue resolution, Booking rate, tracking rate, service level, occupancy, and average handle time.

Ω Employed a variety of analysis tools such as best practice surveys to improve customer experiences

**EMPLOYEE SATISFACTION AND RETENTION:**

Ω Overcame increasingly difficult service level requirements combined with an annually decreasing budget by reducing turnover by 18% per year, increasing employee production by 21%.

Ω Enhanced service environment /culture through recognition programs and more positive environment, Coached high performers, leading to several promotions of team member.

## Education & Credentials

2001 – 2006: Certified Information Technology from University of Science and Technology, Khartoum, Sudan

**OTHER CERTIFICATES**

2016    Certificated Internal & External Auditor "ISO 9001:2008" – ACT (Alpha Consulting & training Services) Dubai, UAE

2014    Team leadership course - Spearhead Institute – Dubai

## Professional Skills

**Management**

Ω Treating each employee as an individual and showing concern for their welfare, aims and career development.

Ω Always discreet in the handling of sensitive and confidential customer, staff or business data and information.

Ω Very good understanding of the public sector and how it can work in overall partnership with the public sector.

Ω Open to constructive feedback & always listening carefully to what employees have to say about the company.

**IT SKILLS**

Ω Familiar with all phases of software development lifecycle. Strong knowledge of relational database concepts, SQL and data modeling techniques, programming languages

Ω Excellent analytical, data manipulation and interrogation skills. Able to Present information in an intelligent and clear way in order to communicate project requirements.

## Personal Details

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| Age | : 37 yr old | Languages | : Arabic and English 'Fluent' |
| Nationality | : Sudanese | Marital Status | : Married |