



Saoud ElTelawy

Enterprise Customer Experience & Quality Assurance Supervisor

Strive to be professionally successful in the business world as a responsible and competent leader with a vision, a strong sense of ethics and personal and professional integrity.

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WORK EXPERIENCE

Enterprise Customer Experience & Quality Assurance Supervisor

Etisalat Misr

01/2016 – Present

Tasks

- Contributed in the Customer Centricity objective accomplishment by developing, implementing and reviewing the Enterprise technical and commercial support operational approaches and recommend processes enhancement.
- Major contribution in the enhancement of TRI*M Index results.
- Ensured that new and old clients will grow into a loyal customer base in a specialist niche market.

Contact: Ayman ElShaht – ayman.elshahat@etisalatdata.net

Pre Sales Senior Engineer

Vodafone Egypt

02/2015 – 12/2015

Tasks

- Propose suitable solutions for customers within Hospitality Segment (Educational, pharmaceutical and Touristic Sectors).
- Assured that the Solutions will be ready for customers once they need it and attending all customers technical meetings.
- Assured that Technology Teams provide customers latest releases of solutions.

Contact: Wale Mamdouh – wmamdouh@vodafone.com

RTM Channels Management Senior Specialist

Vodafone Egypt

09/2013 – 01/2015

Tasks

- Monitoring ADSL different channels (Call center-Retail-Corporate-Dealers).
- Built and maintained excellent customers' relationships and resolve customer problems with services rendered.
- Analysis of actual vs. planned center performance and highlight areas of improvement.

Contact: Seif Fekry – Seif.fekry@vodafone.com

SKILLS

Teamwork

Communication Skills

Analytical

HTML, CSS & SEO

Spreadsheets

Web Developing

Digital Marketing

Proactivity

Decision Making

Problem Solving

PROFESSIONAL COURSES

Front-End Web Developer Challenge "Google Scholarship" (10/2017 – Present)

Digital Marketing by Rob Percival & Daragh Walsh (08/2017)

- Course Included SEO, Facebook, YouTube, Email Marketing, Social Media, Google Analytics, Adwords). Certified by Udemy.

HTML and CSS by Jan Zavrel (07/2017)

- Certified by Udemy

Business Writing Skills (09/2016)

- Certified by Regional IT Institute

English Language courses at Berlitz (04/2012)

Mobile Diploma (2G-3G-LTE) (05/2010)

- By Talented Engineers

LANGUAGES

Arabic



English



French



German



Malay



WORK EXPERIENCE

ADSL Operations Specialist

Vodafone Egypt

04/2013 – 08/2013

Tasks

- Monitoring and troubleshooting the customer's connections.
- Handle cases escalated from Internet Call Center department & Enterprise complaints.
- Ensured that the quality of the services provided to the customers met their satisfaction.

Contact: *Nehal Hamed* – nehal.hamed@vodafone.com

Business Analyst And Sales Executive

Quad Marketing Solutions

03/2012 – 03/2013

Tasks

- Increased the customer satisfaction by 30% by improving customer service.
- Google Adwords Account Management for Australian & American clients and Optimizing websites for search engines (SEO).
- Website Development for clients, using basic HTML & Word press platform.

Contact: *Lily Foster* – lilyforster01@gmail.com

EDUCATION

Google Developer Challenge Scholarship: Front-End Web Development

Udacity

2017 – Present

Courses

- HTML & CSS
- JavaScript & jQuery

Bachelor of Electronics, Communications and Computers Engineering

Helwan University

09/2006 – 05/2010

Projects

- LTE Physical Layer

INTERESTS

TED Talks

Swimming

Traveling

Reading

Computing

Writing

Music

European History

Marketing

ACHIEVEMENTS

Worked as a journalist in one of the most important newspapers (09/2010 – 12/2011)

First place for top achievers in Vodafone for 6 consecutive months (05/2013 – 11/2015)

Had the privilege to meet the head of the department

Super Trooper Award at Vodafone Egypt (03/2014 – 06/2014)

For contribution in ADSL Ports Clean Up Project and Going the extra mile to achieve best results within very limited timelines

Achieved a near-perfect work attendance record and met deadlines consistently