

Amira Kamel

Customer Service Officer (Performance Evaluation and Development)

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Professional Summary

Experienced Customer Service Officer, transferred to the Performance Evaluation and Quality Control Department due to outstanding performance. With over 10 years of experience in team management, enhancing customer experience, and providing innovative solutions to improve customer satisfaction and retention. Highly skilled in leadership, excelling in the development and implementation of effective strategies to improve performance and daily operations. Extensive experience in data analysis using advanced tools like CRM and SPSS, contributing to the improvement of Key Performance Indicators (KPIs) and achieving company goals. Proficient in communication and building strong customer relationships, with the ability to make data-driven strategic decisions to ensure the highest standards of quality and efficiency. Also experienced in managing customer experience improvement projects, budgeting, and developing effective policies and procedures that align with customer expectations and objectives.

Professional Experience

Customer Service and Subscriber Officer | Alexandria Drinking Water Company | 2021 - Present

- Supervised teams to ensure the delivery of support and services in accordance with company standards.
- Monitored daily operations to resolve customer complaints and ensure customer satisfaction goals were met.
- Managed customer communication channels and analyzed data using analytics tools and CRM to enhance the customer experience.
- Developed customer service policies and procedures and achieved key performance indicators (KPIs) to ensure customer satisfaction and retention.
- Oversaw the management of multiple accounts: monitored customers present at the company's branches and supervised requests submitted through the website to ensure seamless service delivery until completion.
- Followed up on complaints and surveys: directly communicated with customers to resolve submitted complaints, analyzed survey feedback, and prepared periodic reports to evaluate and improve service quality.
- - Communicating with customers and resolving their issues.
- - Analyzing customer opinions, surveys, and suggestions using SPSS software.
- - Conducting digital marketing for newly introduced electronic services.
- - Preparing monthly reports for customer service centers.
- - Following up on quality assurance visits (audits).
- - Assisting department heads in developing operational plans.
- - Preparing quarterly reports, evaluating performance indicators, and proposing corrective plans.
- - Assessing the quality of customer service employees' responses to customers.
- - Identifying training needs for customer service employees.
- - Updating job descriptions based on new developments.
- - Conducting monthly evaluations for customer service employees based on job descriptions.
- - Setting monthly rewards for customer service employees based on monthly evaluations.
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Public Relations Officer | Mokhtar Group for Navigation | 2013 - 2021

- Led the team in organizing annual business conferences and attracting new clients.
- Communicated with clients to resolve issues and provide suitable solutions to ensure customer satisfaction.
- Worked on improving internal communication processes between different teams to enhance the customer experience.

- Managed the customer service budget and monitored customer experience improvement projects to ensure financial and service goals were met.

Education

Master of Business Administration | Alexandria University | (2024)

Professional Diploma in Education Policies and Planning | Menoufia University | (2012)

Bachelor of Arts and Education | Menoufia University

Achievements

- Received the Ideal Employee Award
- Increased innovation in work processes
- Ability to persuade company employees of the importance of collaboration
- Analyzed customer feedback after service delivery
- Reduced complaint response time: Decreased response time by 90%, with complaints being addressed within 48 hours.
- Increased electronic service users: User rate for electronic services rose by 30% after census completion.
- Increased annual revenue for 2024: The company saw a 32% increase in revenue from January 2024 to September 2024 compared to the same period last year.
- Reduced complaints in critical areas: Achieved a 46% reduction in complaints from identified critical areas compared to the previous year.
- Increased home contracting services: Home contracting services increased by 68% after analyzing customer data based on age groups.
- Improved customer retention by 15% through the implementation of targeted strategies to enhance customer loyalty.
- Led a team to win the Customer Service Excellence Award in an annual government competition at the regional level.

Certifications

- HRD (Human Resource Development)
- ICDL (International Computer Driving License)
- Microsoft Office (Advanced Level)
- CRM (Customer Relationship Management)
- SPSS (Statistical Data Analysis)

Skills

Soft Skills:

- Leadership
- Effective Communication
- Problem Solving
- Teamwork
- Decision-Making
- Persuasion

Hard Skills:

- Team Management
- Monitoring and Analyzing Key Performance Indicators (KPIs)

- Preparing Monthly Reports
- Operational Planning
- Customer Service Budget Management

Technical Skills:

- Microsoft Office (Word, Excel, PowerPoint)
- Customer Relationship Management (CRM)
- Statistical Data Analysis
- Analytical and Data Management Tools
- Digital Marketing

Languages

- Arabic (Native)
- English (Very Good)