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Dubai, United Arab Emirates

CIPHERBIZZ | Dubai.

Customer Relations Manager (CRM)

May 2018 – present

- Begin, build, and maintain excellent customer relationships.
- Make a positive contribution towards stakeholder management.
- Conduct meetings with corporate customers to ensure efficient and effective use of the platform within their organization and work on ways to enhance customer training.
- Ensure customer happiness with the service received by Cipher Bizz through evaluation and customer needs analysis.
- Focus on customer retention and loyalty strategies.
- Provide high-level technical and product support.
- Managing a set of large accounts.
- Built, maintained, and leveraged appropriate C-level relationships with customers.

SellAnyCar | Dubai

Customer Excellence Manager

March 2014- May 2018

- Developing and implementing customer service strategies.
- Leading and motivating a team of customer service representatives.
- Assuring Customer satisfaction by visiting UAE branches & monitor customer's feedback.
- Train the team on customer service; soft communication skills, and negotiation.
- Preparing KPIs according to industry standards. 6. Create reports for future business planning
- Develops and implements a call monitoring framework to improve the quality of customer service and minimize errors while tracking operation-al performance and ensuring proper reports are being shared with and presented to management.
- Contribute towards organizational growth and knowledge development.

Amazon | Dubai

Senior Customer Service Manager

February 2011 - January 2014

- Develop goals and report progress.
- Develop policies and procedures.
- Focus on customer satisfaction.
- Hiring & training staff.

Customer Service Manager

February 2009 - February 2011

- Supervise customer service team. Supervisory duties include coaching, training, and motivating staff to perform effectively.
- Improving customer service experience, create engaged customers and facilitate organic growth.
- Taking ownership of customers issues and following problems through to resolution.
- Managing a team & maintain an orderly workflow according to priorities.

EDUCATION

Hotel And tourism, Egypt, Cairo
Hotel And Tourism -Bachelor
Tourism & Hospitality - Excellence
English Department 1999-2005

SKILLS:

- Analytical skills.
- Strategic Partnerships.
- Long term planning and execution.
- Budgeting.
- Performance management.

OPERATIONAL:

- Communication skills.
- Interpersonal skills.
- Leadership skills.
- Cross-Selling; Upselling skills.
- Business Process Improvement.
- Professionalism.

TECHNICAL:

- Back Office Software.
- CRM.
- Jira.
- Freshdesk
- Slack.
- Panda Doc.
- ERP System.

LANGUAGES:

Arabic, English: Native language

INTERESTS:

- Psychology.
 - Economics.
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Union National Bank | Dubai

Customer Relation Manager

December 2007 - February 2009

- Identifying and approaching potential new companies or individuals to engage as clients.
- Researching industry trends and providing advice to colleagues about client strategy or new sales opportunities
- Giving presentations to clients about products or services
- Acting as a point of contact for complaints and escalating issues as appropriate
- Ensuring your existing clients are satisfied through after-sales care, as well as gaining and using feedback.

Zara | Dubai

Retail Manager

July 2006 - December 2007

- Recruiting, training, supervising and appraising staff
- Managing budgets
- Maintaining statistical and financial records
- Dealing with customer queries and complaints
- Maximizing profitability and setting/meeting sales targets, including motivating staff to do so.

Sales Executive

June 2004 - July 2006

- Responding to questions and giving information to the customers.
- Sharing product knowledge with customers.
- Providing recommendations to customers.
- Managing financial transactions and processing payment.