



# Karim El Tayeb



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Dubai, United Arab Emirates

An astute performer and a leader with over **15 years of experience** in the areas of strategy and growth, customer service, customer relations operations, recruitment, banking, customer service manager, car auctions, customer engagement, team coordination & client servicing, staff training & mentoring, and with an extensive background in executing projects with various leading organizations, namely Amazon, Sellanycar.com, Union National Bank (UAE), Barclays Bank (UAE), and Proficient in achieving service standards for business excellence; a proactive attitude and demonstrated abilities in cementing healthy relationships with clients and rendering effective service; Exceptional communication, interpersonal, administrative, problem-solving, and leadership skills Thrive in work situations requiring the ability to manage multiple and concurrent responsibilities. Excel in both independent and teamwork environments. Specialties: Effective Communication, the ability to make myself up with the surroundings, and thinking analytically. Willing to relocate: Anywhere.

**CIPHERBIZZ** | Dubai.

## Senior Customer Service Manager



May 2018 – present

- Supervising day-to-day operations in the customer service department.
- Responding to customer service issues in a timely manner.
- Creating effective customer service procedures, policies, and standards.
- Developing customer satisfaction goals and coordinating with the team to meet them on a steady basis.
- Implementing an effective customer loyalty program.
- Maintaining accurate records and documenting all customer service activities and discussions.
- Assessing service statistics and preparing detailed reports on your findings.
- Hiring and training new customer service agents.
- Managing the approved budget of the customer service department.
- Staying informed on the latest industry techniques and methods.
- Restructured Customer service to ensure the Availability of the essential teams (Quality, Engagement, BackOffice).

**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.

## 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.
- Problem Solving.
- Creativity.
- Team Work.
- Flexibility.
- Budgeting.
- Performance management.

## OPERATIONAL:

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

## TECHNOLOGICAL SKILL:

- Back Office Software.
- Social media management.
- ZOHO CRM.
- Jira.
- Freshdesk
- Slack.
- Panda Doc.
- ERP System.
- MS Office.
- Fresh desk.

## LANGUAGES:

Arabic, English: Native language

## INTERESTS:

- Psychology.
- Economics.

### 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.



### 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.



### Barclays Bank | Dubai

#### Retail Manager

July 2006 - December 2007

- Developing and integrating overall retail banking goals and objectives to support successful business outcomes.
- Recruiting, training, supervising and appraising staff
- Developing and managing budgets.
- Assessing and managing profitability of each customer segment and product.
- Maintaining statistical and financial records
- Dealing with customer queries and complaints
- Maximizing profitability and setting/meeting sales targets, including motivating staff to do so.
- Overseeing customer service operations including evaluating customer service standards, resolving customer complaints and issues, training staff and ensuring customer satisfaction.



#### Sales Executive

June 2004 - July 2006

- Assisting with deposit and savings accounts.
- Responding to questions and giving information to the customers.
- Counseling customers on banking products and services.
- Providing recommendations to customers.
- Resolved customer queries and disputes regarding retail branch operations as needed.