

MOHAMMED AL SAID

CONTACT CENTER QUALITY AND TRAINING SPECIALIST

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PROFESSIONAL SUMMARY

Experienced leader in training and development, adept at creating comprehensive programs that enhance employee skills and service delivery. Skilled in team management, fostering collaboration, and achieving training goals. Proven track record in aligning training methodologies with industry best practices to drive organizational success.

AREAS OF EXPERTISE

- Business Development
- Auditing and Compliance
- Documentation and Reporting
- Team Leadership
- Training and Development
- Quality Assurance
- Process Improvements
- Analytical Skills
- COPC Training
- Data Analysis and Reporting
- Customer Satisfaction Enhance
- Performance Management

PROFESSIONAL EXPERIENCE

○ **Quality and Training Specialist | 01/2024 - Present**

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- **Team Leadership:** Successfully manage and lead a large team of 30 Quality and Training Officers, fostering a collaborative and goal-oriented environment.
- **Training and Development:** Develop comprehensive training programs to equip employees with the knowledge and skills needed for effective service delivery.
- Ensure that training materials and methodologies are up-to-date and align with industry best practices.
- **Quality Assurance:** Implement rigorous quality assurance processes and metrics to maintain and improve the overall quality of customer interactions. Regularly review and refine quality assurance standards.

○ **Quality Assurance and Training Senior Officer | 01/2019 – 01/2024**

Extensya Outsource

- Collaborating with other departments, such as product development and marketing, to ensure customer service aligns with overall company goals and objectives.
- Measuring the effectiveness of training programs through assessments, evaluations and follow-up sessions, and using this feedback to continuously improve the training materials.
- Conducting training needs analysis to identify areas where customer service representatives require additional training and development

○ **Quality Assurance and Training Officer | 01/2018 – 01/2019**

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- Conducting regular monitoring and evaluations of operations and providing feedback and coaching to improve performance.
- Identifying areas of improvement in operational processes and working with teams to implement changes to address them.
- Designing and developing training materials and programs that align with company goals and objectives.

○ **Customer Service Representatives | 01/2017 – 01/2018**

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- **Problem Resolution:** Proficiently identify and resolve customer issues, utilizing a solutions-oriented approach to exceed customer expectations.
- **Communication:** Utilize clear and effective communication to provide comprehensive information, answer inquiries, and offer guidance on various aspects of our products and services.

EDUCATIONAL QUALIFICATIONS

-Computer Network, Al-Zaytoonah university of Jordan, (2013-2017) GPA (very good)

LANGUAGES

-Arabic
-English

CERTIFICATIONS

-TOT
-MCSA
-CCNA