

AHMAD BIN SAEED ALGHAMDI

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Professional Summary

To obtain an administrative position with any company using a positive attitude, great attention to detail and accuracy, and a desire to succeed in a fast-paced environment to make a difference in the office administrative procedures, Social Work Assistant, using exceptional communication and planning abilities to develop effective care programmes. Diligent in assessment and monitoring to ensure service user needs are consistently met, enabling enhanced positive outcomes.

Professional Experience

Operations Manager(Digital Services & Contact Center)

Feb 2018 - Current

Bupa Arabia

Jeddah, 02

Enhancing members experience through Contact Centre & digital Services :

- Maintain general Contact Centre & digital Services and enhance FCR efficiency
- Create seamless experience between Contact Centre & digital Services and customer care
- Enhance IVR process and reporting
- Analyze SME vs. Corporates calls
- Enhance digital services experience
- Enhance complaints management through Contact Centre & digital Services end to end process by reduction of referred complaints to Customer Care

Enhance GSs experience through MHL

- Maintain MHL SL
- Identify GSs pain points (SME vs. Corporates) and enhancement with stakeholders

Reporting

- Ensure submission of daily consolidated reports for all different units for Contact Centre & digital Services
- Monthly consolidated reports submission

VOC

- Analyzing VOC data and use the customer feedback to improve Contact Centre provided services
- Map NPS detractors with detected service failure for common themes and initiate FIs focusing on SME vs. Corporates

Capabilities Upgrade

1- Rollout Digitalization:

- Seamless channel connection capabilities through case management
- Manage digital Services related changes
- Automate data reporting and analysis by creating a master Contact Centre & digital Services data platform and comprehensive data reporting dashboard

2- Building people Capabilities:

- Building Contact Centre & digital Services E Learning platform and program
- Launching Contact Centre & digital Services coaching module
- Cross functional on job training program (Claims, Enrolment, SME)

Service Excellences

- Provide high quality services
- monitor the performance of agents and KPI's, improve and develop them .

Sr.Officer Premium Care - Customer Care

Jul 2017 - Feb 2018

Bupa Arabia

Jeddah, 02

Responsible for the running of the front desk by hiring and training all front desk agents and leading by example

Anticipate and handle any Members requests and satisfy their needs within acceptable guidelines

Assist in the development and monitoring of the budget to provide top quality customer service

Schedule the front office staff and supervise workload during shifts

Act as liaison between the General Manager and staff

Answer phone inquiries, direct calls, and provide basic information, Data Analysis

Sr.Officer Contact Center

Oct 2016 - Jul 2017

Bupa Arabia

Jeddah, 02

- Provide a high level of services to the customers.
- Maintain a thorough knowledge of all departments, Bupa Arabia network, products and services so that customers are provided accurate information on networks, treatments, paperwork requirements, and general queries with confidence at all times
- Resolves and inputs provider/client requests into CRM according to established guidelines.
- Provides customer satisfaction to both internal and external customers and strives to continuously improve service delivery.

Public Relations Manager

Jan 2014 - Apr 2016

Housing Cities Company

Jeddah, 02

- Planning, managing and delivering CRM strategy
- Building collaborative relationships with marketing teams to gain a great understanding of customer base through insight, segmentation and data analysis
- Management of data and CRM agency, resolving any issues that arise during the implementation of CRM campaigns
- Analysis and reporting on campaigns effectiveness in terms of traffic, acquisition, conversion, retention and revenue
- Identifying areas for improvement and making recommendations.
- Collaborated with sales teams to increase sponsorship and additional business opportunities for 40% average profit growth per client.
- Monitored product development and audience response to adapt marketing and promotion campaigns accordingly.

Receptionist Administrator

Nov 2013 - Jan 2014

Fahad Al Arifi foundation - Contracting Business Hotel Mgmt.

Jeddah, 02

- Tracked and recorded team expenses and reconciled accounts to maintain accurate, current and compliant financial records.
- Transcribed dictated files and video recordings.
- Administered yearly budget of 1 M SR to manage office requirements such as service contracts, postage costs and supply replenishment.
- Compared vendor prices to ensure optimal savings.
- Provided complete meeting support, including materials preparation and notes or minute taking.
- Met challenging quotas for productivity and accuracy of work.
- Communicated corporate objectives across all divisions through regular correspondence and scheduled follow-up.
- Created reports and presentations.
- Maintained computer and physical filing systems.
- Integrated logistic systems into company processes to improve operations and manage work orders and price changes.
- Oversaw appointment scheduling and itinerary coordination for both clients and personnel.
- Developed manual providing information on community resources across county available to families and children.
- Organised and managed programme development from conception through successful execution.
- Arranged corporate and office conferences for company employees and guests.
- Handled new-hire orientation and basic recruiting tasks for best-in-class talent identification.

- Created and managed electronic patient records, encompassing data entry and administrative functions related to insurance, billing and accounts receivable.
- Established and developed highly-efficient and dependable administrative team by delivering ongoing coaching and motivation while providing opportunities for career acceleration through achievements.

Exhibition Supervisor

Dec 2011 - Jul 2013

Saleco Telecom Ltd Company

Jeddah, 02

- Assisted various business groups with document organisation and dissemination during acquisitions.
- Implemented new team onboarding programme, reducing training time from 4 weeks to 2.
- Initiated two key partnerships which resulted in 54% revenue growth.
- Managed team of 20 employees, overseeing the hiring, training, and professional growth of employees.
- Performed initial client assessment and analysis to begin research process.
- Supported Chief Operating Officer with daily operational functions.

Office Manager

Dec 2010 - Dec 2011

Engineering Affairs Department - Ministry of Interior

Jeddah, 02

Customer Service

Dec 2008 - Dec 2010

Integrated Development for Information Systems Est.

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Administrative

Dec 2006 - Dec 2007

Saeed Mohammed Alghamdi Contractor Company

Al Bahah, 11

Education

Diploma of Insurance & Banking (Student)

King Abdulaziz University

Jeddah

Diploma of Public Relations

Chamber of Commerce and Industry in Qaryat

Qaryat

High School Certificate

Natural Sciences Section

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Certifications

- Digital Marketing – Nanodegree Program

From: **Misk Academy - Udacity**

- International Business Administration
- Teamwork Management
- Consumer's Behavior
- Production and Operations Management

From: **Arab Center for E-Learning**

- Certified Operation Manager
- The Success Laws

From: **Arab International Organization for Training & Development of Professional Training.**

- Human Resources Management
- Computer Skills
- Leadership and Supervisory Skills

From: **Saudi Electronic University**

- Insurance Foundation Certificate

From: **Saudi Arabian Monetary Authority**

- Certified Operation manager

From: **Middle East for Consultations**

- Customer Service Principles
- Everyday Hero
- Handling Irate Customer
- Fraud Risk Enterprise Policy
- Service Management
- Customer Service Quality Assessment
- AML – General
- Cyber Security
- Health and Safety

From: **Leap to Success (L2S)**

- The 7 Habits of Highly Effective People
- The 6 Critical Practices for Leading a Team Training

From: **Franklin Covey**

- Project Management Professional

From: **Doroob**

Management Skills

- Managing the interviews and agent's selection process / structure management.
- Reporting & Communication & Relationship
- Planning training and vacation plans
- Objectives / End-year performance
- Managing the Call Center Policy
- Manage the quality sessions
- Organize time and work
- Culture & Engagement
- Auditing management
- Work under pressure
- VOC management
- Decisions Making
- Managing Teams
- Problem Solving
- Emergency plan
- Analytical Ability
- Process map
- Flexibility
- Strategy
- Multi-operations management

Projects :

- IVR - Bupa Arabia
- Live Chat - Bupa Arabia
- Video Chat - Bupa Arabia
- Chatbot - Bupa Arabia

HOBBIES:

- Reading
- Artificial intelligence
- Football
- Mountaineering
- Penmanship