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Summary

A highly skilled Project Manager with a proven track record in the localization industry, experienced in Project Management, Software Development, Account Management, Customer Support, and Business Development.

Throughout my career, I've demonstrated exceptional leadership, problem-solving, and communication skills while managing teams and ensuring project success. As a Senior Travel Advisor, I supported new team members, established a quality assurance process, and maintained excellent relationships with clients and colleagues. I'm confident that my extensive experience can help me exceed expectations in any role.

Experience

Senior Travel Advisor

FlairsTech

Jul 2021 - Mar 2023 (1 year 9 months)

As a senior travel advisor, I provided exceptional attention to service requests and played a vital role in the training and development of new team members. As an SME, I shared my knowledge, tools, and expertise to ensure new team members were equipped to handle travel requests with empathy, respect, and urgency.

In addition to my contributions to training, I also took the initiative to establish a standard operating procedure (SOP) for building a quality assurance process as part of the backoffice team. I was responsible for building and maintaining the team's knowledge base, which included provisional airline policies to support the team's work. These efforts significantly contributed to the success of our team and helped ensure consistency in the quality of service delivered.

Overall, my experience in supporting new team members and establishing quality assurance processes has equipped me with the skills necessary to lead and support teams in achieving their objectives.

Project Manager

TRANSTEC EG

Feb 2020 - Jan 2021 (1 year)

As the manager of the GrEEK Campus translation office, I oversaw the successful completion of translation and interpretation projects by coordinating with internal teams and external resources. I ensured the timely delivery of high-quality deliverables while prioritizing projects based on their alignment with strategic business objectives.

I also facilitated team collaboration and communication to ensure the smooth execution of projects. This included managing projects with more than 20 team members, providing project and budget reports.

Overall, my experience in managing translation projects has equipped me with the necessary skills to lead teams, drive project success, and deliver exceptional results.



Account Manager

ExpandCart

Sep 2020 - Dec 2020 (4 months)

As an account manager, I successfully managed enterprise accounts, provided software support, and coordinated with internal teams to meet client needs. I also handled subscription renewals and actively sought feedback to improve services. My experience has equipped me with the skills necessary to effectively manage client relationships and drive business growth.



Business Development Associate

Arabic Localizer

Sep 2018 - Mar 2019 (7 months)

As a Business Development Executive, I successfully generated and qualified sales leads within the European and US markets. I reached decision makers and developed strong relationships with prospects to drive business growth.

In addition to lead generation and relationship building, I assisted with market research and managed sales leads to identify opportunities for growth. I also handled contracts, negotiations, and SLA compliance to ensure successful partnerships.

Overall, my experience in business development has equipped me with the skills necessary to successfully generate and qualify leads, develop strong relationships with clients, and manage contracts to drive business growth.



Logistics Coordinator

InfoFort

Jun 2018 - Sep 2018 (4 months)

As a Logistics Coordinator at InfoFort's Giza warehouse, I was responsible for managing the logistics operations, coordinating with the fleet team and clients, and ensuring timely delivery of documents.



Sales Representative

Centro

Oct 2016 - Jan 2018 (1 year 4 months)

As a Sales Representative, I successfully closed sales leads and promoted clients' services and products. I also provided assistance with delegated tasks such as reports, meetings, and coaching to support team objectives.

In addition to closing sales and providing assistance, I supported clients in achieving brand awareness within their targeted market. This involved identifying areas for growth and developing effective strategies to increase brand visibility and drive business growth.

Overall, my experience in sales has equipped me with the skills necessary to successfully close sales leads, provide support to team members, and assist clients in achieving brand awareness within their targeted market.



Senior Customer Service Representative

Teleperformance

Sep 2015 - May 2016 (9 months)

As a Senior Customer Support Representative, I provided exceptional service to passengers and support to junior agents. I also coordinated with vendors worldwide to ensure prompt resolution to issues. My experience in customer support has equipped me with the skills necessary to effectively handle escalations, provide technical and billing support, and coordinate with vendors to ensure top-notch service delivery.

Customer Service Representative

Teleperformance

Nov 2014 - Sep 2015 (11 months)

As a Customer Support Representative at a top-tier travel agency, I was responsible for managing passengers' service requests in a timely and effective manner, while adhering to all company policies and industry regulations.

Throughout my tenure, I actively engaged in industry knowledge and professional skills programs to remain up-to-date with the latest trends and best practices. This demonstrated my dedication to providing high-quality service to passengers and a commitment to my own professional growth.

By leveraging my expertise and industry knowledge, I consistently delivered excellent customer support, ensuring passengers received the assistance they needed while exceeding their expectations. My experience in customer support has equipped me with the necessary skills to provide top-notch service, maintain compliance, and continue developing professionally within the industry.

Education



Cairo University

Bachelor of Laws - LLB

2009 - 2014

Licenses & Certifications



JavaScript Algorithms and Data Structures - freeCodeCamp



The Art of Sales - Northwestern University - Kellogg School of Management



Google Project Management Certificate - Coursera



McKinsey Forward Program - McKinsey & Company

Skills

Programming • JavaScript • Adaptability • Agile Methodologies • Resource Allocation • Project Estimation • Organization Skills • Budgeting • Commerce • Travel Arrangements