

Ola Mohamed Samir Zaki

Customer Service & Operations Professional

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Professional Summary

Highly motivated and detail-oriented Customer Service & Operations Professional with a strong record of customer-facing and operational roles within the travel, hospitality, and services industries. Skilled in managing large teams, resolving customer issues efficiently, and ensuring world-class service standards. Adept at handling high-pressure environments, coordinating with cross-functional teams, and delivering seamless service experiences aligned with global aviation standards. Passionate about enhancing customer satisfaction, maintaining service quality, and representing organizations with professionalism and care.

Key Skills

- Exceptional interpersonal and communication skills
- Strong customer focus and problem-solving abilities
- Team leadership, training, and motivation
- Multi-channel customer support (in-person, phone, email, chat)
- Airport and travel operations coordination
- Proficiency in MS Office and CRM systems (ODO, Oracle, TOPAX)
- Time management and multitasking
- Adaptability to shift work and multicultural environments

Education

ESLSCA University Egypt MBA, Global Business Major	Obtained 09.2021 GPA 3.36
Ain Shams University Egypt BA, English Literature	Obtained 09.1999 Pass

Work History

Digital Shadow Services, Dubai | CS & Operations Manager **11.2022 – YTD**
References Available Upon Request

Supervise daily CS operations to ensure smooth workflow and efficient client handling.

- Manage a multicultural team, ensuring adherence to service standards and company policies.
- Implement service improvement strategies based on customer feedback and performance analytics.
- Coordinate with internal departments to enhance operational efficiency and customer satisfaction.
- Handle escalated customer issues, ensuring timely resolution and high service recovery standards.
- Designed and delivered comprehensive training programs for new hires to ensure quick integration and consistent performance.
- Partnered with HR to identify, interview, and onboard top talent for the CS, call center and Operations departments.
- Managed and optimized daily call center operations, tracking KPIs and driving teams to exceed service-level goals.

Experts BS, Cairo / Dubai | CS & Operations Manager **02.2019 – 10.2022**
References Available Upon Request

- Supervised a team of service representatives, ensuring top-quality communication and problem resolution.
- Handled customer inquiries, complaints, and service requests across multiple channels.
- Trained and coached team members on service protocols and professional conduct.
- Monitored key metrics such as response time, resolution rates, and customer satisfaction.

- Collaborated with sales and other teams to align customer support with business goals.
- Developed and conducted structured onboarding and training programs for new hires, accelerating their productivity and alignment with company standards.
- Partnered with HR in the recruitment and selection of CS, call center & operations personnel, ensuring the right talent fit for business needs.
- Led and supervised daily call center operations, monitored KPIs, and introduced performance improvement initiatives to achieve SLA compliance and boost team output.

TRAVCO, Cairo | CS & Operations Manager

01.2005 – 01.2019

- Managed large-scale customer operations, ensuring compliance with service standards.
- Oversaw multi-channel support (calls, email, social media) for diverse client needs.
- Improved customer journey by implementing new service procedures.
- Handled special requests, VIP assistance, and client complaints effectively.
- Coordinated with logistics, finance, and sales teams for smooth operations.
- Train and onboard new hires, ensuring they are well-equipped with product knowledge, communication skills, and service procedures.
- Assist the HR department in recruiting and selecting suitable candidates for the CS, call center and operations teams.
- Oversee and lead daily call center operations, monitor performance metrics, and ensure consistent achievement of service-level targets.

Languages

Arabic | Native

English | Professional

Certificates

Dubai University

Training Diploma in Human Resources Management (HRM)

British Academy for Training

Academic TOEFL

Obtained OCT. 2024

Finished

Obtained 10.2022 Valid To 10.2027

GPA 583 / 677

Additional Information

- Transferable Residence (Spouse Visa), Valid till 26 DEC 2026.
- Valid UAE Driving License & Private Car.
- Available for full-time or part-time roles.

I am eager to bring my expertise to your team and would welcome the opportunity to discuss how I can contribute in an interview.