MS

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CV ACHIEVEMENT BULLETS

Customer Service Team Leader, Nile Connect, Cairo

2021 – 2025

- Built a Google Sheets dashboard of daily call metrics that replaced three manual weekly reports to management
- Cut average handling time from 7.5 to 5.2 minutes by rewriting the call script and creating a shared FAQ sheet for 14 agents
- Raised first-call resolution from 61% to 74% by tracking repeat calls and coaching agents on the five most common causes
- Resolved about 40 escalated complaints a week and logged their root causes for the product team
- Trained three cohorts of new hires (31 people), 27 of whom were still on the team after six months

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