SOBHE MOSAAD

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Professional Summary

Organized, communicative, Highly Motivated, and quick to learn.
Years of working in sectors that use these technologies on a regular basis have given me knowledge with SQL, Google Sheets, Google Script, Salesforce and Excel.
Wizard of Raw Data, Can convert raw data into visuals and extract all necessary information in order to quickly identify the core reason and develop a plan to reduce dropouts.

Work Experience

Workforce Analyst 05/2024 to Current
Centrecom Malta – Mosta
• Responsible for Headcount sizing creation and analyzing the staffing requirements with different sizing
methodology.
• Continuously analyzes required staff amount per respective section for all projects compared to client
requirements and highlights & reviews with superiors the significant workforce availability, deployment and
utilization matters.
• Responsible for workload capacity creation and analyzing all workload parameters to accurately assess the maximum capacity for achieving the highest staff efficiency.
• Assessing the current available headcount and requesting new batches from HR in accordance with agreed service leave with HR team and considering training capacity as part of the hiring plan.
• Govern the performance of the operation team compared to the headcount plan assumption, with support recommendations for correction.
• Analyze the forecasted workload in weekly intervals to correct upcoming trends and assess the previous forecast accuracy.
• Generate scenarios of forecasts and model the schedules to select the “best fit” patterns.
• To design scheduling processes and facilitate concurrence on final procedures.
• Establish and document the forecast and scheduling process.
• Monitoring the implementation of the agreed shrinkage percentage and applying the required shrinkage according to the availability of the service level.
• Highlights and reviews with superiors the significant resource availability, deployment

and utilization matters; follows up in order to resolve issues
• Implements, monitors and controls work schedules and assignments in order to ensure optimum utilization of
staff and to take care of planned and contingent peak loads of incoming calls.
• Maintains workforce management database to ensure accurate, reliable and updated information on staff levels in the different projects.

Sr. Coordinator Workforce 10/2022 to 05/2024
talabat

- Own the scheduling functionality of the Workforce Management system including all inputs and outputs to support operations
- Extract the necessary data using BigQuery, and Python through the CRM's APIs to analyze in order to see the dropouts and prepare the next plan
- Automate the daily work of the Workforce through Appscript using JS by analyzing the required data and sending it to the stakeholders on a daily/hourly basis
- Review reporting and communications to ensure accuracy and clarity with the stakeholders
- Monitor and report on system scheduling functions, develop metrics to ensure system reliability and trust and determine corrective action plans as required
- Optimize and implement ongoing training and onboarding processes for staff members
- Design, build and maintain, databases and/or spreadsheets tracking key service statistics
- Recommending changes to company policies, procedures, or practices to improve employee performance and satisfaction
- Analyzing employee performance data to identify trends that may indicate training needs or issues in the workplace
- Evaluating recruitment and hiring processes to determine whether they are effective or inefficient
- Determining the number of additional employees that will be needed to meet growth goals or objectives
- Analyze and interpret staffing model results by isolating and analysing trends and assessing business impacts.

Game Developer 06/2015 to Current
Freelancer

- Proficient in developing games reminiscent of Silkroad, Crossfire, and Conquer
- Expertise in designing interactive gameplay mechanics, immersive worlds, and engaging storylines
- Skilled in optimizing game performance for various platforms and ensuring smooth user experiences
- Extensive knowledge of developing and maintaining SQL databases for

game-related data storage
- Expertise in creating efficient database structures, writing queries, and optimizing database performance
- Capable of managing player data, scores, achievements, and in-game transactions seamlessly through SQL
- Expert in utilizing Discord's API and JavaScript to create interactive and intelligent bots
- Capable of developing bots that perform tasks, respond to user queries, and update data within SQL databases
- Skilled in implementing commands, event handling, and real-time interactions to enhance user experiences.

Workforce Real Time Analyst 01/2021 to 10/2022
talabat

- Partner with Operations Leaders to improve forecast accuracy, maintain WFM data integrity and deliver flexibility initiatives
- Automate RTM Work using Google API Scripts in order to decrease the daily workload by (Automating SLA Reports and Updates/Breaks and E-Mails)
- Creating New Sheets/Scripts for the ease of the requests between WFM and Operations for better visibility and quicker updates
- Negotiate with Operations Leaders, Business Partners regarding scheduling of activities in order to ensure the center is adequately staffed at all times to service customers
- Understanding, managing and providing insight on the rise and fall of our queues SLA's
- Review the prior day's performance against forecast analyzing the issues and impact on Service Level and Abandon Rates.

SME 05/2020 to 12/2020
talabat

- Acted As Team Leader experienced in directing activities of workgroups
- Develops strategies, provides training, sets goals, and obtains team feedback
- Excellent interpersonal and communication skills
- Big picture focus with excellence in communicating goals and vision to succeed
- Problem solver, networker, and consensus builder
- Coaching them on the quality samples failure and do a motivation plans in order for them to keep up with the work and meet the customer's expectations.

Customer Experience Specialist 09/2019 to 08/2020
talabat

- Knowledgeable and dedicated customer service professional with extensive experience in ECommerce industry

- Solid team player with outgoing, positive demeanor and proven skills in establishing rapport with the customers
- Motivated to maintain customer satisfaction and contribute to company success
- Educated staff on organizational mission and goals to help employees achieve success
- Evaluated performance and policies against metrics
- Assisted various departments with change by communicating new improvement plans and expectations
- Coached staff on daily performance and conducted evaluations to constructively address concerns
- Tracked and analyzed reports to determine needed improvements
- Collected, arranged and input information into database system
- Boosted customer experiences by delivering superior customer service, issue resolution
- Identified objectives of Talabat by analyzing feedback, observing consumers and collecting surveys
- Mentored, trained and supported 300+ employee, including employee NPS development.

Account Advisor 11/2018 to 08/2019
talabat

- Handled 4 chats at a time to address customer inquiries and concerns
- Check to ensure that appropriate changes were made to resolve customers' problems
- Carried out day-day-day duties accurately and efficiently
- Identified issues, analyzed information and provided solutions to problems
- Maintained excellent attendance record, consistently arriving to work on time.

Customer Service Representative 06/2018 to 09/2018
Mobily

- Resolve customers' service or billing complaints by performing activities such as exchanging merchandise, refunding money, or adjusting bills
- Recommend improvements in products, packaging, shipping, service, or billing methods and procedures to prevent future problems.

Education

Nano-Degree, Data Analysis Professional: Dec 2022
Udacity

Bachelor's degree, Business/Commerce, General: Sep 2022
Helwan University Cairo

Skills

- Microsoft Excel
- Data Analytics
- Automation
- JavaScript
- Game Development
- Customer Success
- Customer Support
- Workforce Management
- SQL
- Google BigQuery
- Application Programming Interfaces (API)
- Microsoft Office
- Python (Programming Language)

Website, Portfolio And Profiles

linkedin.com/in/sobhe-mosaad
https://www.upwork.com/freelancers/sobhym