

Mohamed Nabil

Team Leader Operations & Workforce Team Leader | Fintech & Contact Center Operations

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Professional Summary

Results-driven **Team Leader and Workforce Specialist** with nearly **6 years of experience** across **fintech, digital wallets, and large-scale contact center operations**. Proven expertise in **team leadership, workforce management, SLA performance, scheduling, real-time monitoring, and customer experience optimization**. Strong background in **process improvement, performance analytics, cross-functional collaboration, and CRM platforms**. Adept at leading high-performing teams, launching new operations, and driving operational excellence in fast-paced environments.

Core Competencies

Team Leadership • Workforce Management • SLA & KPI Management • Real-Time Monitoring
Customer Experience (CX) • Contact Center Operations • Performance Coaching
Scheduling & Forecasting • Process Improvement • Data Analysis & Reporting
CRM Systems (Zendesk, Freshdesk, Salesforce) • Ziwo • Jira
Stakeholder & Cross-Functional Collaboration • VOC & CSAT Improvement

Professional Experience

Whizmo – Dubai, UAE

Team Leader | Oct 2024 – Present

- Supervise and support a team of customer service representatives, ensuring adherence to **SLAs, operational efficiency, and high CSAT scores**.
 - Monitor real-time performance using **Freshdesk, Freshchat, and Ziwo** for case tracking and service optimization.
 - Conduct regular **coaching, performance reviews, and feedback sessions** to improve agent productivity and service quality.
 - Prepare performance reports and dashboards using **Microsoft Excel, Forms, Power Automate, and Microsoft Teams**.
 - Manage technical issues and enhancement requests through **Jira**, coordinating with IT for timely resolution.
 - Collaborate with **Operations, Compliance, Product, Marketing, Sales, and external providers** (Thunes, DT One) to improve customer journeys and escalation handling.
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Tabby – Dubai, UAE

Workforce Specialist | Feb 2023 – Sep 2024

- Monitored **real-time queues, agent adherence, and utilization** across calls, chat, email, and social media channels.
 - Created and managed agent schedules using **Calabrio / Teleopti**, including forecasting, shrinkage analysis, and intraday optimization.
 - Ensured SLA achievement through proactive staffing adjustments and volume trend analysis.
 - Produced **daily, weekly, and monthly performance reports** using **Microsoft Excel, Google Sheets, and Tableau**.
 - Partnered with operations leadership to optimize productivity, reduce inefficiencies, and improve service delivery.
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Talabat – Cairo, Egypt

Team Leader | Jan 2022 – Jan 2023

- Led a team of **20 customer service agents**, setting and tracking **SMART KPIs** aligned with business objectives.
 - Improved **Customer Satisfaction (CSAT)** and reduced **Average Handle Time (AHT)** through structured coaching plans.
 - Tracked performance metrics using **Salesforce and Google Sheets**, delivering weekly and monthly reviews.
 - Managed escalations by coordinating with **Dispatch, Logistics, Refund, and Validation teams**.
 - Utilized **Slack** for real-time communication and operational alignment.
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Talabat – Cairo, Egypt

Assistant Team Leader | Jan 2021 – Dec 2021

- Supported onboarding and training of new hires through shadowing, coaching, and floor support.
 - Provided real-time assistance via **floor support and Slack channels**.
 - Assisted with KPI tracking, reporting, and productivity analysis.
 - Ensured adherence, quality, and SLA compliance across daily operations.
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Talabat – Cairo, Egypt

Customer Service Representative | Feb 2020 – Dec 2020

- Handled customer inquiries via **chat, email, and phone**, ensuring fast and accurate resolution.
 - Coordinated with restaurants and dispatch teams to resolve order and delivery issues.
 - Collected and documented **Voice of the Customer (VOC)** insights to support CX improvements.
 - Consistently contributed to high **NPS and CSAT** scores.
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Key Projects & Achievements

- **Launched Tabby Operations in Egypt:**
 - Managed full transition of contact center operations from UAE to Egypt.
 - Hired, trained, and supervised initial agent cohorts until operational readiness.
 - **Launched Whizmo Digital Wallet (UAE):**
 - Supported the rollout of a digital wallet for blue-collar workers, enabling salary access and international remittances.
 - **Call Center Launches in Egypt:**
 - Successfully launched two outsourcing operations: **Bright Skies Octopus (Alexandria)** and **GOChat247 (Sadat City)**.
 - **Professional Trainer:**
 - Selected as a key trainer for partners in **Jordan (Crystal & Extensya)**.
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Technical Skills

Zendesk • Freshdesk • Salesforce • Ziwo • Jira

Calabrio / Teleopti • Tableau • Power BI

Microsoft Excel • Google Sheets • Reporting & Dashboards

Education

Bachelor's degree in commerce (Accounting)

Ain Shams University – Cairo, Egypt

Aug 2014 – May 2018

Languages

English | Arabic