



KHALED MOHAMED

**Senior Quality Assurance & Training
Specialist
Email Support Team Leader**

SUMMARY

A highly trained individual with exceptional experience in quality assurance enforcement, laws and procedures; has excellent time management skills; good leadership quality and ability to handle people under his supervision; excellent computer skills and strong organizational skills; ability to develop quality assurance programs for further improvements.

PROFILE

Date of Birth: 17/4/1993
Marital Status: Engaged
Nationality: Egyptian
Military Status: Performed

CONTACT

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HOBBIES

Football
Swimming
Fishing

EDUCATION

Helwan University

2012 - 2016

Bachelor of Commerce and Business Administration, Foreign
Trade Section.

WORK EXPERIENCE

Activ

Direct sales representative

February 2014 – January 2015

Explain all products information.
Explain all offers and discounts.
Achieve the highest sales.

NG Grossing

Customers Service Representative

March 2015 – November 2015

Write down all information's clearly.
Display excellent conversation skills and selling techniques at all
times.
Pay attention to guest orders and know the menu thoroughly.
Able to perform all duties and tasks.
Responsible for answering all telephone calls and prioritizing
said calls.
Should have very good telephone etiquettes.

PERSONAL STRENGTHS

Communication Skills
Flexibility and Adaptability
Quick learner
Stress tolerance
Decision making skills
Creativity
Creating a positive work
Financial management
Time management
Intelligent
Leadership
Responsible
Listening
Results achiever, Meeting deadlines
Motivating people
Self-Motivated
Delegating tasks
Personal Management
Prioritizing tasks
Working with hands
Computer Skills
Strong Work Ethic
Honesty and Integrity
Punctuality
Analytical and Problem
Solving Skills
Strong Analytical abilities
Attention to details
Interpersonal Skills
Teamwork Skills
Initiative
Loyalty
Negotiation skills
Persuading people
Customer services skills

Joues & Blues Stores

Inventory Accountant

February 2016 – March 2017

Review invoices, vendors report and enter them into the company financial program.
Review the stores sales reports.
Stock control and analysis.

Grand Technology

Senior Quality Assurance & Training Specialist

Email Support Team Leader

July 2018 – Present

QA Duties:

I was promoted to Senior Quality Assurance on March 2019.
Review daily retail transactions which were done by cashiers through the POS & DVR system of C-stores & Gas stations located in US.

Prepare daily reports on violations committed in the daily transactions and quality of work and enter them on the CRM system.

Transactions incidents validation advisor.

Improve procedures and workflow.

Investigate the emergencies and suspicious cases.

Work on solving DVR & POS issues.

Work on solving price book issues.

Prices analysis.

Follow-up the alarm systems of all sites with the alarm company and report in case of any emergency.

Alarm system analysis.

Report alarm system issues.

Communicate with the sites in case of any issues.

Follow-up the health of the services portals of Grand Technology.

Email support Duties:

Manage a team with four members since February 2019.

Follow-up with the technical teams of our services and reply to the operators and the clients.

Training Duties:

The only person responsible for training newcomers since July 2018.

SKILLS

Very good in English writing and speaking.

Very good in Excel & Word.

Excellent knowledge of the internet and everything related about it.