



Name: Khaled Ahmed Adel

Address: No. 35, Jalan 3/12C, Tropicana Indah Resort Homes, Petaling Jaya, 47410, Selangor, Malaysia

Email:khalede@yahoo.com

Tel: +60123113852 (Home), +60123343910 (Mobile)

Resume Summary:

May 2018 – May 2019

IRIS Corporation Berhad

Position Title: Senior General Manager of International Sales

Specialization: E- Passport, E- National Smart ID, Banking, Transportation and Trusted ID

Work Achievements:

1. Seek out major clients and formed working relationships with the premier buyers in the industry.
2. Managed a team of Sales Managers, typically spanning a wide geographical area
3. Identified valuable emerging markets
4. Forecasted future sales and formed sales plans to adapt to constant shifts in the marketplace
5. Served as a business representative at major industry events, conferences, trade shows, and expositions
6. Formed sales strategies to keep the company competitive and innovative
7. Owned annual sales targets within assigned territory and accounts
8. Built and maintained strong, long-lasting customer relationships
9. Partnered with customers to understand their business needs and objectives
10. Reported on forces that shift tactical budgets and strategic direction of accounts

Apr 2005 – May 2018

SCICOM

Position Title: Vice President – Ops Call Center Customer Service

Projects Established: HUAWEI, NOKIA CSM, SEAP, MEA, PEACH Aviation, the Star e-Paper, Blinkbox, Samsung, MHTC, Tesco, GE Health Care, Permanis, Fujitsu & PPZ.

1. Built and led a function whose key responsibility is to enhance Scicom's reputation as a first choice BPO service provider by providing customer -oriented, controlled, compliant, cost effective, customer facing and contact services which meet agreed service standards

2. Ensured Scicom's activities are supported by the Support Functions who provide business advantage and increase operations effectiveness and efficiency.
3. Achieved the profitability of operating center through meeting productivity targets and managing costs to operating plan
4. Achieved customer satisfaction targets established by executive management
5. Reduced errors and exceptions while exceeding customers' expectations for service delivery on quality
6. Monitored the flexibility of the contact centre environment - capacity planning - providing for the capability to process high volumes in all areas of the business and contingency planning business continuity is adequate and communicated throughout SCICOM
7. Recommended, prepared and ensured the successful implementation of the Operations plans in line with the objectives and budget approved by the clients
8. Ensured that all Operations processes are documented and all activities within the department are in strict adherence to ISO processes and other regulations.
9. Ensured that all processes are reviewed for effectiveness and that all Standard Operating Procedures are updated and current.
10. Identified and developed new business verticals which supported department's growing needs and improved their customer's experience.
11. Ensured that all data related to the department performance is tracked and both quantitative and qualitative reports, formats of which are agreed with the Client, are produced within the agreed timelines. Ensured the timely review of these reports with the Client according to the agreed frequency.
12. Communicated with the Client on any developments within the project team or Company that will be of interest to the Client.

Apr 2001 - March 2005

EPNCR / Tricubes (Malaysia) Sdn. Bhd

Position Title: Vice President CS, PM, IT & Middle East Marketing

Monthly Salary: MYR 12,075

Work Achievements:

1. Built and grew the company and drove it towards IPO; and ensured its long-term sustainability and growth by building its intellectual capital base, be profitable and successfully building business pipelines to continue its business activities.
2. Built the Company's standing as a high quality ICT Consulting and professional services organization with international repute and developed experienced and well-trained team of professional consultants.
3. Led the team in searching, identifying new businesses in relation to its core activities and building up portfolio of clients.
4. Recommended and executed business and marketing strategies, with appropriate measure to exploit opportunities for increasing profitability, client satisfaction, and client base, while continually developing and retaining the core talents of the firm.

5. Oversaw design, marketing, promotion, delivery and quality of programs, products and services.
6. Led the planning, design, and implementation of the merger and rationalization of the merged entity, both prior, during, and after the listing, ensuring effective integration of strategic objectives, business processes, HR policies, cultures, and management functions of the combined business units.
7. Recommended yearly budget for Board approval and prudently managed organization's resources within those budget guidelines according to current laws and regulations.
8. Managed the human resources of the divisions according to authorized personnel policies and procedures that fully conformed to current laws and regulations. Managed the talent needs of company and bring in people to fill gaps.
9. Assured the organization and its mission, programs, products and services are consistently presented in strong, positive image to relevant stakeholders.
10. Operated at both the strategic and conceptual levels while maintaining focus and delivering results at the operational level.
11. Familiar with MSC vision and other related national ICT development programmes, particularly the MSC flagship applications in E-government, E-business, Tele-health, Smart card, and Smart School.
12. Proven track record in the implementation of strategic change and/or large- scale complex project.
13. Strong leadership track record (have managed more than 20 staff for several years) with excellent communication and people management skills.
14. Proven track record in building business capacity and capability, especially in the small and medium, entrepreneurial professional service organizations in ICT, outsourcing, and management consulting.
15. Extensive contacts and experience in the government and selected high-growth industries such as ICT, manufacturing, education, and healthcare would be a significant advantage.
16. Experience in international marketing and projects.

Apr 1999 - March 2001

The Malaysian Communication and Multimedia Commission (MCMC)

Position Title: Head of Information Systems

Monthly Salary: MYR 9,650

Work Achievements:

Directed the information and data integrity of the Commission and for all Information Service functions of the Commission, including:

1. All data centers,
2. Technical service centers,
3. Production scheduling functions,
4. Help desks,
5. Communication networks (voice and data),
6. Computer program development and computer systems operations.
7. Ensured the integrity of all electronic and optical books and records of the Commission including review of computerized and manual systems.

Accomplishment:

1. Developed business technology planning process.
2. Implemented the latest Thin Client project in Malaysia.
3. Provided overall management and definition of all computer and communication activities within the Commission including responsibility for providing a leadership role in the day-to-day operations of the Information Services functions as well as providing direction as the Commission grows through internal growth and external acquisition.

June 1995 - March 1999

Indah Water Konsortium Sdn Bhd

Position Title: Senior Manager Application Development

Monthly Salary: MYR 8,500

Work Achievements:

Planned, developed, reviewed and implemented IT business application systems for the business needs of the company by leading the application team and using leading edge technologies in analysis, evaluation, design, development, implementation, support and maintenance.

Accomplishment: Direct design application development to meet the Company's objectives. Implemented the Financial Systems, Asset Management, Billing, Fleet, Laboratory, Wide Area Network and Operations Network. Integrating and interfacing the applications into once source.

Oct 1987 - May 1995

Abu- Dhabi Company for Onshore Oil Operations (ADCO)

Position Title: Leader - Managing IBM Mainframe Operations, Systems and Maintenance

Monthly Salary : MYR 5,000

Work Achievements:

Converted all the systems data from tapes to cartridges. Decreased the amount of cartridges used in the system by using System Management Facility. Installed Omegamon Log, OMIIPLG, and Historical Omegamon events. Assisted Data Base, dB2, programmers in distributing their data evenly in the system. Update the system's backup procedures under System Management storage- Data Facility Hierarchical System Management, SMS- DFHSM environment.

Educational Background: Graduation Date: 1987 - Bachelor's Degree of Engineering - Electrical/Electronic, Ohio University, Athens, Ohio, USA

Skills

Highly experienced:

1. Contact Center and Customer Services full operations
2. Communication
3. Telecommunication

4. Auditing
5. Sales and Marketing
6. Digital Marketing
7. Quality
8. Training
9. Project Management
10. Leadership
11. Consultancy

Awards and Achievements

Customer/ Relationship/ Management & Customer Contact Centre Association Malaysia (CCAM) – 2012

1. Best Contact Centre Support Professional - MIS / IT –1st Place
2. Best Contact Centre Support Professional - Training / Human Resources – 2nd Place
3. Best Contact Centre Support Professional - Training / Human Resources –1st, 2nd and 3rd Place
4. Best Contact Centre Support Professional - Workforce Management / Quality Assurance – Awarded the 2nd Place
5. Best Contact Centre Support Professional - Workforce Management / Quality Assurance – Awarded both the 1st Place and 3rd place
6. Best Contact Centre Manager – Awarded both the 1st and 2nd Place
7. Best Outsourced Inbound Contact Centre (over 100 seats) - Gold Award & Silver Award
8. Best Process Excellent Contact Centre - Gold Award,
9. Best People Contact Centre - Gold Award
10. Best Technology Innovation Contact Centre - Gold Award.
11. Achievement Letter from Nokia,
12. Award for the 4th Qtr., 93,
13. Thanking Letter from IT Head, COO of IWK, IWK unit manager,
14. Recommendation Letter from PM,
15. Recommendation Letter from Controller of Household, Perak,
16. Recommendation Letter from KWX,
17. Certified Customer Support Managerial (2006)

Languages: Communicate fluently in English, Bahasa Malaysia & Arabic.