

MANSOUR SAHLIYEH

Senior Manager for Call Center and Delivery Services

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EXPERIENCE

Senior Manager for Call Center and Delivery Services

03/2023 - Present

Present and Remotely

For 3 Brand Restaurant

Pi Pizzeria (25)
Chili House (25) Lee’s Famous Chicken (25)

75 Branches in total

Iraq

- Developing and implementing strategies to improve call center and delivery operations, including setting performance goals and metrics
- Managing and supervising call center and delivery staff, including hiring, training, and evaluating performance
- Monitoring and analyzing call center and delivery performance data to identify areas for improvement and implement corrective actions
- Ensuring compliance with company policies, procedures, and quality standards in call center and delivery operations
- Collaborating with other departments, such as sales and marketing, to ensure seamless coordination and communication between teams
- Implementing and utilizing call center and delivery technology and software to enhance efficiency and customer satisfaction
- Handling escalated customer inquiries or complaints and providing timely resolutions
- Conducting regular performance reviews and providing feedback and coaching to call center and delivery staff
- Developing and implementing training programs to enhance the skills and knowledge of call center and delivery employees
- Keeping up-to-date with industry trends and best practices in call center and delivery management
- Skills: Operating Systems Sales Performance Management · Legal Requirements Recruiting

Operations manager at beyond games company

05/2020 - 02/2023

Beyond games company

12 Game Areas 1 Retail Shop and 2 Café and 1 Restaurant Jordan-Amman

- Managing stock control and inventory checks
- Having a keen eye on budgets and budgetary changes
- Communicating changes in an order process to relevant parties
- Ensuring that health and safety regulations are followed
- Documenting procedures for third-party monitoring
- Creating and monitoring projects and teams
- Reviewing workloads and manpower to ensure targets are met
- Supporting the CEO or executive team's vision and process ideals

Ground Services Supervisor

11/2016 - 09/2019

Qatar Airways

Qatar-Doha

- Managing a team of customer service agents to deliver top-notch service to passengers.
- Monitoring and optimizing customer service processes to improve efficiency and effectiveness.
- Resolving escalated customer issues and complaints in a timely and professional manner. Collaborating with other departments, such as operations and security, to coordinate efforts and streamline service delivery.
- Analyzing customer feedback and data to identify trends and make informed decisions to enhance the overall customer experience.
- Ensuring compliance with airline policies, procedures, and industry regulations to maintain a high standard of service quality.
- Providing leadership and guidance to the customer service team to foster a positive.



Residency to leverage my extensive experience in management and leadership to drive the success of a progressive organization.

LANGUAGES

Arabic

Native

●●●●●

English

Native

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SKILLS

Microsoft Excel –Microsoft PowerPoint-
Quality Assurance - Training Programs
Management -Operations Strategies
Development – Leadership – Monitoring -
Recruiting - Presentations – On boarding –
Document control – Point of sale –
Inventory Management – Balance Sheet –
Cost control

STRENGTHS

- Demonstrated outstanding leadership and a relentless drive for success dedication to excellence

ACHIEVEMENTS

Keeping abreast of industry trends and best practice and productive work environment. Working closely with upper management to develop strategies and initiatives to meet and exceed customer service goals

EXPERIENCE

Hr. Senior coordinator

10/2012 - 10/2016

Emirates National Bank of Dubai. ENBD

Emirates-Dubai

- Efficient leadership qualities with ability to control and manage the department and generating the best outcome.
- Ability to balance the employee relations with the management.
- Maintaining high morale within the staff, to keep up the spirit of quality work within the employees.
- Experience of drafting plans for employee training, development and monitoring the factual outcome for the organization.
- Proven ability of implementing "Employee coaching plans" as and when required.
- Experience of managing staffing for various departments, and ability to identify the over-staffing and making measures to make appropriate amendment.
- Ability to downsize the organization at times of need.

EDUCATION

High School Certificate

2012

Al Kamal American Private School

Dubai, U.A.E

Certificate

Certificate of Achievements

Jul 2023
Establishing Call Center.

Certificate of Excellence

Jul 2024
Best Performance