

AHMAD ABDEL-KHALEK GHARIB

www.ahmadghareeb.com

OBJECTIVE

Continue the progress and enrich the experience obtained throughout the years working in the Telecom & IT field, through commitment and utilizing my skills to achieve company's mission and vision.

PROFESSIONAL EXPERIENCE

Quality Management , Client Satisfaction & Claims Specialist (IBM) April 2010 – Till now

Accountant (National Telecom Regulatory Authority) 2008 – March 2010

- Auditing expenses and payables.
- Responsible for recording and analyzing accounts Payables and Receivables.
- Responsible for Clients Security Deposits accounts

Senior Process Analyst (National Telecom Regulatory Authority) 2005 – 2008

- Developing Training audit guide for company's training activities of NTRA.
- Developed Training Audit Process for NTRA's Training Activities.
- Participated in developing a strategy for Measuring Quality of Service.
- Developed a data processing methodology for quality of service measurements.
- Conducted an illustration sessions for different management models including Strategic Management Process.
- Collect data related to the organizational KPIs and their enabling and supporting processes' KPIs

Environment Quality Senior Coordinator (Regulatory Dept, mobinil) 2004-2005

- Responsible for social marketing activities.
- Project Manager for ISO 14001.
- Responsible for all ISO 14001 documentation.
- Responsible for environmental site assessment.
- Project manager for environmental projects.
- Responsible for writing all department processes.

- Consultant for A-CRM projects in MobiNil.

Loyalty & Retention Specialist: (Customer Relationship management Dept MobiNil) 2002-2004

- Managing the Retention function in MobiNil.
- Managing Analytical CRM in MobiNil.
- Assessed for creating retention projects process.
- Creating churn contingency plans for each post-paid product launched.
- Responsible for assessing new products impact on existing post paid & prepaid products.
- Project Manager for retention projects.
- Managing the analytical P-CRM platform.
- Responsible for proactive retention campaigns to minimize churn and build customer loyalty (Achieved 187% of target).
- Responsible for data-mining and customer analysis using pre-set regression models.
- Responsible for assessing various alternative CRM tools.
- Managing a cross-functional retention team to implement retention programs.
- Implementation of analytical CRM projects.

Churn Modeler Specialist: (Marketing Mobinil) 2001-2002

- Responsible for proactive retention campaigns to minimize (Achieved 187% of target).
- Responsible for assessing various alternative CRM tools.
- Managing Analytical CRM
- Responsible for data-mining and customer analysis using pre-set regression models.

Computer Instructor; Knowlogy Int'l Group; Dokki; 2000-2001

- Instructing technical Microsoft Courses
- Site manager in Assuit (FGF Project)
- Technical Courses to the American Embassy
- Developing curriculums

Technical Support; Web Life; Sharkia; 1999-2000

- Database Administrator
- Technical support for Internet operations

Developer; HiNet; Mansoura; 1998–1999

- All development activities
- Internet development.
- Constructed the web site.

- Participated in the Cairo Telecomp 99 Exhibit.

TRAINING

- Microsoft E-Commerce Server
- Creative Problem Thinking (Omni Training)
- Report Writing (American Management Association)
- Statistics for Business (Amideast)
- CRM Strategy and Application (American Management Association)
- GPRS Awareness. (MobiNil internal training)
- Project Management (American Management Association)
- Project Management for analytical CRM projects (Tailored Program by SLP Infoware)
- Process Audit (CSP International)
- Lead Auditor ISO 14001 (SGS International)
- Telecommunication Demand Modeling (Dr. Lester D. Taylor)
- The 7 Habits of Highly Effective People (Signature Program).
- Financial Auditing for Accountants (Settec).

MPMC - MobiNil Project Management Certificate (Program Provided by Amideast)

- Project Scope Management
- Project Time Management
- Project Cost Management
- Project Procurement Management
- Project Human Resources Management
- Project Communication Management

EDUCATION

- Bachelor of Science in Commerce; Zagazig University; 1994–1998
- High School (Thanawya Amma) Manarat School; Al-Khobar; Kingdom of Saudi Arabia

SKILLS

Computer Skills: Microsoft Windows–Microsoft Office– Web

Development–Microsoft Project– Analytical Predictive CRM Platform

IT Skills: Database administration

Languages:

- Arabic: Mother Tongue

- English: Fluent both written and spoken

- Français: Niveau Quatrième CFCC (Level 4 at the CFCC)

AFFILIATE

Microsoft Certified Professional

PERSONAL DATA

- Birthday: 22-Mar-1977
- Marital Status: Single