



## C.V

### **Mohamed Ahmed Mousa Mousa,**

TQM – PMP – Kaizen – LSSBB – COPC® CPM

Al Sharafiaa, Jeddah – Kingdom of Saudi Arabia

Mobile No: 00966599500171 - 00966592430110

E-mail: [mmousa3@gmail.com](mailto:mmousa3@gmail.com)

Website: [www.mohamed-mousa.cu.cc](http://www.mohamed-mousa.cu.cc)

#### ➤ Objective:

Seeking for challenging position that would utilize experience while offering opportunity of development and growth, that leading to a wide career through my academic background, skills, and the professional experience.

#### ➤ Areas of experience:

1. Contact center management.
2. Quality assurance management.
3. CRM & corporate affairs.
4. Business consultancy & continuous improvement.
5. Corporate training management.

#### ➤ Personal information:

- Nationality: Egyptian.
- Date of birth: 02-May-1983.
- Marital status: Married.
- Military Service: Exempted.

#### ➤ Education:

- Bachelor degree of Commerce, Ain Shams University.
- Classification: Accounting.
- Date of Graduation: May, 2005.

#### ➤ Certificates & Courses:

##### A. **Certificates:**

1. MBA – Master of business administration in the global business at [ESLSCA](#). (*Undergraduate*).
2. LSSBB – Lean six sigma black belt, [The LSSSA](#) - USA.
3. Certificate of attendance in PMP - Project management professional, [PMI](#) - USA.
4. TQM- Total quality management in the Egyptian organization for standards and quality, [EOS](#).
5. Business planning, Small projects preparing & Project management diplomas certified from Oxford college training center – UK.
6. NLP – Neuro Linguistic Programming diploma certified from [Canadian TC of NLP, Dr. Ibrahim Elfiky](#).
7. Kaizen, Continuous Improvement Japanese Strategy – KSA.
8. Certified Quality Manager & Certified QM Trainer - Stockholm, Sweden.
9. COPC® CPM – COPC® Certified Professional Manager. - USA.

##### B. **Courses:**

1. The American language conversation course in Ministry of defense language institute – MODLI, Egypt.
2. Leadership, business & soft skills training course from Preparing Leaders Institute in Helwan, Egypt.
3. ICDL, MS - Office Automation, PC maintenance & IT Essentials II Cisco Network Academy®.

➤ **Significant achievements & voluntary skills:**

1. The first rank in research from Faculty of Commerce, Ain Shams University in 2005.
2. The first rank in research from Ministry of Youth in 2006.
3. Launching a new quality improvement project that drives to increase the customer satisfaction level & mitigating the cost of poor quality – COPQ for Etisalat Egypt inbound call center.
4. I hunted a chance to be the best performer employee in Vodafone Co, Oct – 2007.
5. I hunted a chance to be the best Quality Assurance Specialist of the year in Etisalat international Co, for Etisalat outsourcing project, Dec – 2009.
6. Volunteer trainer in Resala charity foundation.

➤ **Personal skills:**

1. Hard worker. 2- Eager to know & Fast learner. 3- Innovation & creation talented. 4- Analytical mind.
- 5- Results oriented. 6- Supervision perspective. 7-Self motivated. 8- Customer oriented.

➤ **Professional Experience:**

***A. Wasla Contact Center Company (From Sep, 2006 till July, 2008):***

**1. Titles:**

1. Team Leader & Business Analyst in corporate risk operation management.
2. Corporate collection representative.
3. Corporate complain & back office representative.
4. Training department support.
5. Senior customer care representative.
6. Inquiry desk & technical support representative.
7. Customer care representative in Vodafone Egypt call center.

**2. Project:**

1. [Vodafone Egypt Telecom Company.](#)

**3. Responsibilities:**

1. Call center representative for lots of segments such as: (Outbound & Inbound queues for Telesales, CRM, Core, Medium, High, Night shift & Premium value customers).
2. Call center inquiry desk & technical support representative.
3. Responsible speaker in dealing with Customer Care - Communication Team in implementing & updating Vodafone inquiry application - “Es2alny” - For six months.
4. Training department support.
5. Responsible speaker in dealing with Proserv Express Service Company.
6. Corporate complain & Back office representative.
7. Corporate collection representative in the account management department at the Risk Operation Management.
8. Investigating & solving bill problems.
9. Dealing with collection payment methods like: Visa & Master cards, online payments, CRM...
10. Dealing with approved banks like: Misr bank, Cairo bank, City bank...
11. Dealing with the authorized persons of the corporate accounts in order to collect & reduced the amount & value of bad debit.
12. Preparing the required business analysis in order to be presented for the high level management in Vodafone Egypt as the risk operation management.
13. Attending the user acceptance test – UAT for launching the new projects, system, services & products.
14. Business analyst in the corporate risk operation management.

## ***B. Etisal International Company (Since July, 2008 till now):***

### **1. Titles:**

1. QA Mgr. & Business Process Consultant – KSA (May, 2015 till now).
2. Quality Assurance Senior Supervisor & COPC Internal Auditor. (Dec, 2012 till May, 2015).
3. Quality Assurance Supervisor & COPC Internal Auditor. (Nov, 2011 till Dec, 2012).
4. Quality Assurance Senior Specialist. (July, 2010 till Nov, 2011).
5. Quality Assurance Specialist. (July, 2008 till July, 2010).

### **2. Projects:**

1. [Zain KSA Telecom Company](#).
2. [Mobily KSA Telecom Company](#).
3. [Etisalat Egypt Telecom Company](#).
4. Other Projects like: ([Microsoft Gulf](#), [Novartis Pharma](#), [Artoc Auto](#)).

### **3. Responsibilities:**

1. Planning the QA tasks required.
2. Ensure that the definition of quality is understood and internalized by the employees.
3. Define quality propose & draw the framework of the team.
4. Communicate with the clients & assuring their requirements are processed.
5. Design, implement & review the required process & assuring its capability.
6. Analyzing the customer feedback & voice of the customer “VOC”.
7. Enhancing the level of quality & mitigating the cost of poor quality “COPQ”.
8. Supervise and direct all aspects of total quality management “TQM”.
9. Deploy new tools and/or enhancements to existing processes for the most efficient operations of the Teams/Departments and Company as a whole.
10. Report the call center quality performance to the operation management on the program level & for allover entity.
11. Designing & deploying the action plan for enhancing the quality performance on the program level & for allover entity.
12. Analyzing and applying international standards and techniques to the Etisal international quality system such as QMS ISO-9001 & COPC.
13. Follow up on all findings of internal audits (planned and ad-hoc) and ensure that the required corrective & preventive actions have been established where appropriate.
14. Conducting statistical analysis techniques to analyze the efficiency of Etisal operations and identify improvement opportunities through using the appropriate statistical tools & techniques like Six Sigma using DMAIC approaches.
15. Providing supervisory assistance in receiving inspection & calibration when required.

The references are upon request.