



Karim El Tayeb



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Dubai, United Arab Emirates

EDUCATION

Hotel And tourism, Egypt, Cairo
Hotel And Tourism -Bachelor
Tourism & Hospitality - Excellence
English Department 1999-2005

SKILLS:

- Analytical skills.
- Strategic Partnerships.
- Long term planning and execution.
- Problem Solving.
- Creativity.
- Team Work.
- Flexibility.
- Execution.
- Creativity.
- Budgeting.
- Performance management.

OPERATIONAL:

- Communication skills.
- Interpersonal skills.
- Leadership skills.
- Cross-Selling.
- Business Process Improvement.
- Professionalism.

TECHNOLOGICAL SKILL:

- Back Office Software.
- Social media management.
- ZOHO CRM.
- Jira.
- Freshdesk
- Slack.
- Panda Doc.
- ERP System.
- MS Office.
- Fresh desk.

Cipherbizz| Dubai.

Customer Success Manager



May 2018 – present

- Develop and execute a comprehensive CRM strategy to enhance customer engagement, increase customer retention, and drive customer loyalty.
- Collaborate with the sales and customer service departments to ensure a seamless and positive customer experience across all touchpoints.
- Regularly communicate with assigned clients, promptly addressing queries and complaints to maintain a positive relationship. Provide timely solutions.
- Monitor client satisfaction and quality assurance, promptly reporting any issues to management.
- Assist the team in handling dissatisfied clients and collaboratively determine appropriate actions to resolve problems.
- Implement comprehensive CRM strategies to enhance user engagement, retention, and loyalty.
- Maintain a smooth workflow and proactively manage any delays in a rational manner.

SellAnyCar.com | Dubai

Call Center Manager



March 2014- May 2018

- Develop and implement customer service strategies.
- Lead and motivate a team of customer service representatives.
- Held the position of Head of UAE Team, directly reporting to the Regional Customer Services Director.
- Train the team in customer service, soft communication skills, and negotiation.
- Prepare KPIs according to industry standards.
- Create reports for future business planning.
- Contribute to organizational growth and knowledge development.
- Oversee the achievement and maintenance of agreed customer service levels and standards.

Amazon | Dubai

Customer Services Manager



February 2009 - January 2014

- Oversee key areas of improvements & Implement long term strategy to achieve our goals.
- Inform and liaise with the facility management team to address immediate issues & improve customers' experiences.
- Develop and implement a call monitoring framework to improve the quality of customer service and minimize errors. Track operational performance and ensure proper reports are shared with and presented to management.
- Handled all consumer right complaints.
- Took the lead on key strategic customer service projects for amazon.com across the region.
- Train the team on Customer service; soft communication skills & negotiation.

LANGUAGES:

Arabic, English: Native language

INTERESTS:

- Psychology.
 - Economics.
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GTA Cars | Dubai

Senior Sales Account Manager

December 2007 - February 2009



- Develop and implement a comprehensive sales strategy to promote the car brand's products and services in the UAE market.
- Cultivate and maintain strong relationships with existing clients, including car dealerships, fleet operators, government agencies, and corporate clients.
- Proactively identify and pursue new business opportunities within the UAE automotive market to expand the brand's customer base and increase market share.
- Possess a deep understanding of the car brand's product line, technical specifications, and unique selling points to provide expert guidance and support to clients.
- Keep abreast of industry trends, market dynamics, and competitor activities to identify emerging market demands and potential areas for growth.
- Supervise and mentor a team of sales professionals, providing coaching, feedback, and support to help them achieve individual and team targets.

Barclays Bank | Dubai

Customer Relation Manager

July 2006 - December 2007



- Develop and integrate overall retail banking goals and objectives to support successful business outcomes.
- Recruit, train, supervise, and appraise staff members to ensure a capable and motivated team.
- Assess and manage the profitability of each customer segment and product to optimize revenue.
- Handle customer queries and complaints promptly and professionally to ensure customer satisfaction.
- Maximize profitability by setting and meeting sales targets, while motivating and inspiring staff to achieve them.
- Oversee customer service operations, evaluate service standards, resolve complaints and issues, provide staff training, and ensure high levels of customer satisfaction.

Sales Specialist- Banking

June 2004 - July 2006

- Studied market dynamics and customer expectations in various regions of Dubai, Sharjah, and Northern Emirates. Conducted primary and secondary research with people involved at various stages of retail banking operations. Attended training to enhance the knowledge of various retail products.
Sales of different banking Products.
- CASA accounts, Payroll accounts, Personal Loans, Auto Loans, and Credit Cards.
- Follow-up with Customers to maintain long term relationship. Conducted meetings with large organizations to offer payroll accounts. Proven record of achieving assigned targets.