

Yousef Sayed Shaheen

Cairo, Egypt | Business & Informatics Graduate

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BIO

Business and Administration graduate with a strong adaptive mindset and proficiency in information technology. Skilled in optimizing business processes and leveraging digital tools to enhance organizational efficiency. Demonstrates excellent problem-solving abilities, a collaborative approach, and a commitment to continuous learning in dynamic environments

EDUCATION

High School Diploma – Egyptian Degree

Salah Salem School
Cairo, Egypt

Bachelor of Business & Information Systems

BIS – Helwan University
Cairo, Egypt

Grade: Excellent

GPA: 3.4

Final Year Project: Business Model of a PET Hotel

WORK EXPERIENCE

Twello. Mottasl

March 2024 – Present
Saudi Arabia

Account Activation & Onboarding Manager

Tasks and Responsibilities:

- Setting up and Activating WhatsApp API for a variety of different clients
- Coordinating meeting with technical teams regarding chatbot setup
- Direct Contact with META support team regarding any conflicts and updates regarding software/procedural updates for configurational information.
- Creating and overseeing the successful creation of Facebook accounts for clients while also ensuring their verification process
- Designing and Creating websites to accompany client accounts to assist their business needs.

Achievements:

- Successfully verified over 20 accounts FB and assisted 20 different businesses in achieving their Social Media target
- Retained and troubleshooting all accounts that have been disabled due to technical conflicts through liaising with the META and the 360 team.

Twello. Fooder

June 2024 - Present
Saudi Arabia

Sales Fooder Account Manager

Tasks and Responsibilities:

- Managing F&B business' online ordering systems and maintaining them
- Assisting in the smooth process of WhatsApp ordering to allow clients to provide an online ordering service to their customers
- Managing an online payment portal while coordinating with teams such as Myfatorah to follow up on all legal documentation regarding taxes and VAT.
- Developing WhatsApp API broadcast to allow clients to advertise their business in a seamless fashion using modern day innovation through the API.

Achievements:

- Assisted a F&B client to increase their revenue through utilizing the broadcasting API method in WhatsApp
- Gained great clientele network through building connections and retaining client accounts by providing adequate and hospitable support through all issues raised during API setup.

Tasks and Responsibilities:

- Handling all client needs regarding financial services provided by AT&T
- Troubleshooting any technical inquiries regarding SIM/Mobile issues
- Finalizing payments made through the AT&T support line ensuring the successful transactions of all clients
- Assisting with all incoming/outgoing international calls with corporates partnered with AT&T
- Investigation of Fraud occurrences or fraudulent transactions within any AT&T clients' accounts

Tasks and Responsibilities:

- Provide technical assistance to customers regarding AT&T services (e.g., internet, phone, wireless, and TV).
- Attending client meetings regarding AT&T updates regarding policy and price updates
- Assuming SME role meaning being Manager on duty for the floor and assisting all colleagues with any problems or difficult incoming calls
- Manage customer accounts, including activating services, updating information, and monitoring usage.
- Optimize customer accounts by suggesting upgrades, new services, or discounts based on their usage.

Achievement:

- Proactively developed a deeper understanding of AT&T's services and products, enabling quicker and more accurate issue resolution, which reduced the need for escalations.
- Maintained a strong track record of meeting or surpassing performance targets in key areas such as customer satisfaction, call handling time, and issue resolution.
- Consistently met all KPIs during every quarter and achieved 1st place as the best agent on the floor multiple times

SKILLS & LANGUAGES

English : Fluent Speaker

Arabic : Native Speaker (Mother Tongue)

- Information Technology: Networks, Programming languages and various software (MS Office etc)
- Proficient in configuring and managing local area networks (LANs) and wide area networks (WANs).
- Knowledgeable in network protocols and communication standards (e.g., TCP/IP, Ethernet).
- Familiarity with network security principles and practices.
- Teamwork and Communication
- Able to develop good rapport rapidly.
- Quick Learner with Open mind
- Business analysis and business model development. (ERP Development)
- Website and GUI development

PERSONAL INFORMATION

Military Service: Exempted (Fulfilled)

Age: 26/10/2001

Nationality: Egyptian