


Ehab Ibrahim Sabry

Date of birth: 19 Oct 1993


Nationality: Egyptian

Gender: Male

CONTACT

 Ain Helwan, Raeel Street
11731 Helwan city, Egypt
(Home)

 ehnasr@protonmail.com

 (+20) 1110382858

 <https://www.linkedin.com/in/ehabisabry/>

WORK EXPERIENCE

29 JUN 2018 – 30 JAN 2020 Maadi City - Cairo, Egypt

Etisalat UAE RTM Raya Contact Center

- Executes plans and ensures effective implementation of schedules.
- Administers Call Center Agents scheduling.
- Uses over and under rules to minimize the gap between actual arrival patterns and forecasted patterns.
- Reconciles daily attendance with agents schedule and time in/time out reporting in coordination with the Team leader.
- Create and deliver daily, weekly and monthly WFM reports.
- Communicate changes to scheduling to ensure suitable daily resource coverage.
- Maintain running report of attendance incidents.
- Use accuracy of schedule measurements for continuous improvement, including making recommendations to improve scheduling efficiency and team member satisfaction.
- Provide analytical support to operations and propose recommendations or solutions to enhance efficiency as needed.

31 JAN 2020 – 30 APR 2020 Maadi City - Cairo, Egypt

Workforce Specialist Atheel Contact Center

- Attend weekly and daily staffing review meetings with management and forecast / scheduling analysts detailing previous and current week's performance and forecast performance of remainder of current week and next week, while also identifying risks. Analyze contact volume patterns by campaigns, contact groups, queues, and associates' skill sets.
- Develop forecasting models to predict voice contact volume and key call statistics, email volume, chat, and future additional channels.
- Manage WF team to achieve the intraday service level acceptable goals.
- Create & Maintain WFM policies, procedures, guidelines, KPIs, reporting requirements, and best practices.
- Communicate necessary real-time and proactive adjustments to the workforce plan based on changing/dynamic forecasts and re-forecast when necessary.
- Ensure schedules are generated timely to maximize the effective allocation of resources.
- Analyze workload, vacation and absence records, training, meeting and coaching schedules.
- Recommend overtime or downtime based on day of performance.
- Provide day of impact analysis for outages, staffing shortages, and other unplanned events.
- Approve real-time request for offline events.
- Communicate effectively with internal and external customers in accordance with the company's policies, procedures, guidelines, and common practices.
- Effectively communicate with peers and those we support in the business to ensure high quality and timely completion of work requests.

8 AUG 2021 – 30 SEP 2023 Remote, Egypt

Data Analysis Specialist Proper Bussniess Solutions

- Executes plans and ensures effective implementation of schedules.
- Administers Call Center Agents' scheduling.
- Uses over and under rules to minimize the gap between actual arrival patterns and forecasted patterns.
- Reviewing daily attendance with agents' schedule and time in/time out reporting in coordination with the Team leader.
- Create and deliver daily, weekly and monthly reports.

- Communicate changes to scheduling to ensure suitable daily resource coverage.
- Provide analytical support to operations and propose recommendations or solutions to enhance efficiency as needed.
- Manage non-productive time request process, ensuring activities are planned without any negative impacting
- Responsible for ensuring that operations are performing according to key call center performance metrics.
- Responsible for ensuring that optimum service levels are achieved on a daily, weekly and monthly basis in order to drive up service level consistency.

APR 2020 – CURRENT Remote, Egypt

Freelancer Data analyst Freelancer

- Developed and owned reporting for a nationwide retention program with Python, SQL, and Excel, saving ~90 hours of monthly labor
- Identified procedural areas of improvement through customer data, using SQL to help improve the profitability of a nationwide retention program by 8%
- Applied models and data to understand and predict repair costs for vehicles on the market, and presented findings to stakeholders
- Built a logistic regression model to help the SEO team decide which keywords to target
- Collaborated with product managers to perform cohort analysis that identified an opportunity to reduce pricing by 22% for a segment of users to boost yearly revenue.
- Developed root cause reports to address problems with customer conversions, successfully revealing insights that boosted conversions by 32%
- Designed and implemented A/B experiments for products to improve the conversion rate by 19 basis points and reduce churn by 12 basis points
- Implemented long-term pricing experiment that improved customer value by 25%
- Built operational reporting in Tableau to find areas of improvement for contractors.

EDUCATION AND TRAINING

2010 – 2015 Mansoura city, Egypt

B.Sc of science From Physics Department With a Very Good Grade. faculty of science
Mansoura University

General

Physics, Mathematics, Chemistry and English

Address El Gomhouria St, Mansoura Qism 2, Dakahlia Governorate 11432, Mansoura city, Egypt | **Website** <http://scifac.mans.edu.eg/en> | **Field of study** Physical sciences

LANGUAGE SKILLS

MOTHER TONGUE(S): Arabic

Other language(s):

English

Listening C2

Spoken production B2

Reading C2

Spoken interaction B2

Writing C2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

DIGITAL SKILLS

Google Sheets | Adobe Photoshop

MS OFFICE

Excel | Word | Outlook | Powerpoint | Microsoft Office

DATA ANALYTICS TOOLS

Python | SQL | tableau | power BI