

Mohamed Saad El Den Besses

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Work Force Capacity Planning Senior Supervisor

**Workforce management | strategic Planning | performance management
|budget | Customer Relationship**

I am a results driven workforce management expert with a robust background in strategic planning , performance management, and customer relations. Known for my analytical skills and proficiency in tools like Microsoft Power BI, I excel in transforming data into actionable insights to drive business growth and efficiency.

WORK EXPERIENCE

Telecom Egypt company (WE)

01/2019 - PRESENT

Work Force Capacity Planning Senior Supervisor

- Managed 35+ line of business in Telecommunication industry while ensuring best performance.
- **Achievements:**
Spearheaded the prelaunch of Telecom Egypt mobile services, establishing the company as the first integrated national telecommunications operator.
- **Duties & responsibilities: -**
 - Managed a team responsible for forecasting, scheduling, real-time resource management, and meeting daily metrics.
 - Optimized key metrics delivery, staffing budgets, training needs, and performance metrics through process improvements and technology.
 - Planned and calculated staff requirements using Task Assignment Model (TAM) and workload calculations for various communication channels.
 - Controlled historical data analysis, forecasting, and recruitment methodologies.
 - Fostered relationships with internal personnel to maintain optimal service levels, reduce attrition, and improve quality.
 - Analyzed HR programs and operational situations for recommendations.
 - Developed and executed short term forecasting models for resource optimization and cost efficiency.
 - Maintained daily communication with call center leaders on performance and strategic improvements.

Key Focus Areas:

- Business Models and Strategy (Dive into global supply chains, logistics, and economic interconnectedness).
- Budgeting and Cost Control (Cover budget creation, cost management).
- Leadership and Change Management (Discuss leadership styles and their effectiveness, Equip managers to lead teams through transitions).
- Human Resource Management (Explore recruitment, employee development, and retention strategies, Teach effective performance evaluation techniques).
- Marketing and Innovation (Understand market segmentation, branding, and customer behavior).
- Operations and Supply Chain Management (Focus on optimizing operations and supply chain).

• **TELECOM Egypt - Cairo- Egypt**

Jan 2013-Dec 2018

Workforce team leader "Scheduling & forecasting"

Achievements: Developed methods for data analysis, presentation, and visualization using tools like Microsoft Power BI to create coherent, visually immersive, and interactive insights, significantly enhancing the analytical capabilities of the WFM department.

Duties & Responsibilities:

- Forecasted and analyzed call center workforce trends, call volumes, and productivity for TE Group queues.
- Coordinated with call center management to determine needs and forecast work schedules.
- Scheduled vacations, meetings, and training sessions effectively.
- Built and adapted statistical models.
- Interpreted data, utilized call volume reports, and provided traffic/scheduling analysis and recommendations.
- Monitored and audited inbound call traffic for efficient distribution.
- Coordinated with agents to ensure progress aligned with objectives.

• **Telecom Egypt - Cairo, Egypt**

Jan. 2010 - Dec. 2012

Contact Center Team Leader

- Led and mentored the Technical Support Team, conducted staff reviews, and communicated new procedures and policies.
- Monitored queues, set daily goals, and conducted quality control to improve procedures.
- Established and implemented policies for quality customer service design.
- Collaborated with other teams to increase profitability, productivity, and client experience.
- Audited customer accounts for information accuracy.
- Managed escalated customer issues.
- Participated in the Manager on Duty rotation.

- **Ecco contact center “Egy Net project”**

Dec. 2007 - June 2009

Customer Service Team Leader

- Supported customer service for ADSL, SDSL, Frame Relay, and ATM.
- Answered customer calls and inquiries.
- Traced and actioned customer requests and complaints as per corporate standards.
- Provided competent, courteous, efficient, and initiative-taking contact for all customers.

White Point for Fairs & Marketing

Dec. 2005 - June 2007

Marketing Supervisor

Achievements:

- Successfully executed an exhibition project at Khartoum Fair in September 2006 for plastic materials manufacturing machines.
- Communicated with target audiences and managing customer relationships.
- Sourced advertising opportunities and placed adverts in the press, especially for the Khartoum fair in September 2006.

Education

- **Master's degree MBA (master of business administration)** at the Arab Academy for Administrative, Financial and Banking Sciences, **Business Administration specialization. (Certified by the Supreme Council of Egyptian Universities.**
- **B.A, Commerce, and business administration,** Business administration department May 2003 Helwan University.

PROFESSIONAL SKILLS

- Mastery of Microsoft Office 365 (Word, Excel, PowerPoint) and Google Suite (Docs, Sheets, Slides).
- Computer software (**Excel advanced, QuickBooks** TELEOPTI, IEX, Oracle, Avaya, CMS, Cisco).
- Excellent communication skills with a focus on team building and customer relations.
- Outstanding organizational, multitasking, and problem-solving abilities.

Projects

- Telecom Egypt WE pre-lunched the WE mobile services, Jan 2019 - Associated with Telecom Egypt.
 - Developed methods for data analysis, presentation, and visualization using Microsoft Power BI and SQL for WFM database.
 - Executed plastic machine fair project in September 2005 at El Khartoum fair ground, Sudan.
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AWARDS AND HONORS

- Master's degree MBA (Master of Business Administration) at the Arab Academy for Administrative, Financial and Banking Sciences, Business Administration specialization. (Certified by the Supreme Council of Egyptian Universities))
- Project management professional certification, at the Arab Academy for Administrative, Financial and Banking Sciences (Certified by the Supreme Council of Egyptian Universities).
- Supply chain management certification at the Arab Academy for Administrative, Financial and Banking Sciences (Certified by the Supreme Council of Egyptian Universities).
- Strategic Planning Foundations certified by Linked in.
- Strategic Business Analysis Essentials certified by Linked in
- Structure Query language SQL (SQL for Data Science) Data-Driven Decisions with Power BI.
- Power BI Essential Training certified by Linked in.
- CCNA (cisco certified network associate) in 2007 (Net Skills Training center).

LANGUAGE COMPETENCIES

- **Arabic:** First language.
- **English:** Excellent. (speaking, reading, writing)