

Osama M. Adam

Freelance Translator, Editor and Copywriter

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EDUCATION

6 October University, Egypt – Very Good
Faculty of Education (BSc), English Department
Mohamed Amin Al Ra'ei, Egypt – Good
Egypt's High School System (Thanawia Amma)

EXPERIENCE

Ameco Tech, Egypt – Tele-Sales Representative

(May 2003 – February 2006)

Outbound Sales Representative, in charge of delivering and selling different products/services (telecom services, SEO and online marketing) to businesses in North America, UK, AUS

E Group Connections, Egypt – Telemarketing Representative

(March 2006 – January 2007)

Various outbound accounts (Surveys, Lead generation, sales) telemarketer

E Group Connections, Egypt – Sr. Quality Assurance

(January 2007 – December 2007)

Handling a team of 15 Quality Assurance executives. Supervising the day to day tasks and distributing ad-hoc tasks, maintaining automated reporting systems, delivering quality training and coaching sessions, maintaining and delivering quality projects.

E Group Connections, Egypt – Operations Manager

(January 2008 – September 2009)

Maintenance of offshore accounts operations, managing representatives and team leaders, coordinating with the QA department, attending client's conference calls to set goals and periodical performance reviews.

Key Developments (Sodic Partner), Egypt – Property Advisor

(November 2009 – September 2010)

Real Estate brokerage, in charge of achieving the sales targets, working with Egypt's largest realtors and developers (Hassan Allam, Sodic, Palm Hills, Sabour...) and reporting to the CEO.

LANGUAGES

Arabic: Native
English: Native
French: Fluent

SKILLS

Windows
MS Office
CRM (Sugar, Oracle)
SAP
SalesForce
CAT Tools (SDL Trados, memoQ...)

CERTIFICATES

Piecing Training Together
(Graduated with Merits)

Sykes Enterprises Inc. (Sony EU), Egypt – Back Office 2nd Level Support and QA

(January 2011 - January 2012)

Providing advanced technical knowledge to the 1st level team, handling technical escalations, distributing technical communications newsletters, quality assurance and monitoring, QA coaching...

Sykes Enterprises Inc. (Sony EU), Egypt – Training and Quality Coordinator

(February 2012 - May 2015)

Holding/attending scheduled conference calls with the client to review performance, assisting the process improvement according to QA standards, maintaining client's policies and procedures, organizing and delivering training courses/sessions for new and current employees, training materials creation and improvement, TNA and reporting, coordinating coaching and refreshers with the operations...

RMGS, Egypt – Area Sales Manager

(July 2015 - November 2015)

Promoting the company's services to east USA and Canada, promoting a product to the Middle East and GCC and achieving the targeted sales in these areas.

The BME Group, Egypt, KSA – Exhibition Executive

(November 2015 - July 2016)

Oil and Gas and Environmental events (exhibitions and conferences), sales and marketing.

ClicVan Inc, Tunisia - Customer Care Representative

(October 2016 - July 2017)

Moving and Hauling services company, servicing the UK. Answering customers' inquiries over the phone, email and chat, helping the office manager and the company's director in ad hoc tasks, as in marketing, contacting and on boarding new service partners and vendors.

Freelance Translator, Editor and Copywriter, since 2006

All references available upon request