

Curriculum Vitae

Walid Abdel Samad

Main objective: To work in a reputable institution with a teamwork environment and establish a successful career to afford a good standard of living.

Personal Details:

Birth Date : 28/4/1975.
Place of Birth : Beirut-Lebanon
Nationality : Lebanese
Marital Status : Married

Educational Qualifications:

**Bachelor in Law from the Lebanese University – Faculty of Law and Political Science
– Beirut - Lebanon**

Job Experience:

Training Specialist – Middle East Airlines – Rafik Hariri International Airport – MEA
Training Center -- Beirut – Lebanon – From FEB 2022 till date

- Conduct annual Training Needs Analysis for MEA and affiliated companies and suggest and recommend yearly training requirements.
- Design and develop courses in coordination with Subject Matter Experts (SME) and in compliance with international regulations, ICAO Trainair Plus Program, and Lebanese DGCA requirements.
- Certified instructor and designer of the Call quality workshop, communication skills and positive attitude courses.
- Create courses and add contents on Learning Management System (LMS)
- Conduct annual evaluation and update of course contents in coordination with SMEs and stakeholders.
- Maintain and update database of all courses.
- Based on TNA, issue yearly training plan
- Ensure the availability of qualified personnel and experienced Instructors to deliver requested courses.
- Generate feedback report of course evaluation for further development and revision.
- Communicate with international organizations (ICAO, IATA, AACO, etc.) to coordinate training programs.

Customer Retention Team Manager – OSN – Dubai Media City – Dubai – UAE- From JAN 2017 till 30 June 2019

- Manage and evaluate the retention activities of contacting customers by telephone and other means to prevent / reduce churn.
- Make sure agents cover all data adequately and do not let customers disconnect prior to notification.
- Customer issues need to be escalated and solved in timely manner.
- To make sure agents are using the retention tools properly to save customers.
- Assure agents adherence to KPI's and OSN service level.
- Create a great environment place to work in for employees.

Customer Service Team Manager – OSN – Dubai Media City – Dubai – UAE- From June 2013 till Jan 2017

- Develop and support a team of office based TE's to achieve business objectives.
- Coach the team to help them develop a professional attitude while dealing with customers to meet or even exceed customers' expectations.
- Ensure the Customer Service function delivers a high-quality service and builds long term relationships with customers.
- Resolve problems and issues raised by customers in a timely and efficient manner.
- Ensure a healthy and fruitful relationship with internal customers and contribute with customer feedback for alignment on areas of focus and opportunities for improvement.
- Support Call Centre to achieve high KPIs.
- Fulfill the role of Acting Customer Service Manager daily after 6 pm

Winner of 7 out of the last 12 months team FCR (First Call Resolution) competition

Regional Trainer – OSN Network – OSN – Dubai Media City – Dubai – UAE- From January 2009 till June 2013

- Train new staff on Product Knowledge and Code of Conduct and assist them in learning throughout the process.
- Conduct training to OSN employees (Sales, Customer service and Technicians) on Business Rules and New Products. Also train dealers, contractors and subcontractors throughout the Middle East, Gulf and North Africa on the same
- Prepare training material.
- Develop, implement, and monitor training programs and computer applications.
- Prepare and implement training budget.
- Evaluate the training needs within the company and plan training programs accordingly.
- Prepare manuals, troubleshooting guides and other instructional material.
- Monitor performance and direct workflow and recommend action plan for improvement.
- Participate in various team and store meetings.
- Monitor all client issues and provide training to resolve them.

Technical Customer Service Senior – Showtime Gulf DTH – Dubai Media City

Dubai – UAE- From April 2008 till January 2009

- The same role as before. In addition to handling angry or unsatisfied customers.
- Monitoring and filtering technical job cards and trying to find various solutions for tele-technical agents to improve the way they handle customers on the phone.

Customer Service Representative – Showtime Gulf DTH – Dubai Media City -Dubai –

UAE- From May 2006 till April 2008

Main role is to serve the network subscribers through Showtime Call Center by answering their queries, solving their problems, and dealing with their complaints in a professional way in order to keep them satisfied with Showtime service and loyal to Showtime brand.

Trade Consultant – Barter Card – Farwaniyah – Kuwait – November 2003 – April

2004

- Perform Expenses Analysis of the UAE companies to check if they qualify for the bartering trade program.
- Sell the Barter Card program through acute presentations and objection handling techniques.

Was qualified to participate in the Barter Card convention held in Thailand and ranked sixth amongst one thousand participants.

Best sales team Award and ranked third worldwide amongst twenty countries.

Trade Consultant – Barter Card – Dubai – UAE – April 2002 – October 2003 (Same role as above)

Languages:

Arabic (Mother language) – English

Computer Skills:

Excel. Word. Power Point. Microsoft Office. IBS. Adobe Photoshop.

Hobbies:

Basketball. Volleyball. Football. Reading. Music. Football fan with huge knowledge of football-related information (Leagues, players, ..) throughout history.

Special Character:

Loyal, Dedicated, Committed, Hard worker.

Contact Details:

Mobile in Lebanon : 00961-78-819447

E-mail : abdelsamadw@mea.com.lb
Address : Lebanon, Choueifat
