

Medhat Nawfal

Operations Manager – Interior Designer

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DOB & Address: November 1995 - Beirut, Lebanon

Work Experience:

Maids.cc – Dubai (Remote) *November 2021 - Present*

Operations Manager, *August 2025 – Present*

- Managed a 27-member team handling multiple tasks, including customer support, contract renewals, and UAE visa processing.
- Ensured that any client and employee disputes are effectively resolved in a timely manner while reducing the expense on our company
- Made sure the team is aligned and reaching our KPIs, goals, and ensured proper coaching.
- Made sure the AI chat bots and RPAs are aligned with our flows and policies

Assistant Manager, *September 2023 – August 2025*

- Supported managing the chat team, handling meetings and training, reporting to the higher management, and ensured proper operations.
- Handled managerial approvals and exceptions when required to resolve escalated cases.
- Constantly made sure our Customer Support Guide is up to date
- Optimized workflows and reported any issues found within the AI Chat Bots
- Stayed in close contact with our Business Analysts to align flows and guides. Ensuring that the Chat Bots are clearly following the prompts and taking the required actions over the system, just like the human agents

Supervisor and Training Coach, *June 2022 – September 2023*

- Supervised a team of 20+ agents, ensuring high quality customer support and proper operational flow
- Constantly trained, gave feedback and support to agents to ensure highest productivity
- Trained new joiners as well as existing staff, improving their skills, performance, and ensured that stick to company and team policies.
- Kept the training materials updated and easily understood to ensure quality and better knowledge across the team.

Senior Relationship Builder, *November 2021 – May 2022*

- Handled highly escalated client cases and made sure they are satisfied with the solutions
- Made sure I have a great and strong relationship with the clients through proper communication
- Delivered customer support according to the company rules and policies

UNICEF – Lebanon (On Site) *May 2021 – August 2021, Project Based Contract*

Senior Customer Support Agent

- Handled complaints and highly escalated cases in a professional manner
- I was part of UNICEF “Haddi” helping refugee families to get access to quality education
- Handled data entry and managerial reports

NokNok Groceries (Hybrid) *September 2019 – May 2021*

Senior Customer Support Agent

- Handled client complaints and followed up until proper resolution was provided
- Investigated problems and had to stay in contact with other team supervisors to resolve any operational issues
- Prepared and shared weekly reports with the team manager
- Assisted the marketing team with my photo editing skills
- Due to my attention to details, I processed accurate data entry and documentation
- Trained new agents on the system, company culture, and policies

Citruess TV (Hybrid) *August 2017 – September 2019*

- Handled inbound and outbound customer support calls
- Checked and followed up on support tickets, ensuring proper and timely resolution
- Data entry
- Reporting to the Team Leader

Education:

Lebanese International University *2023 – 2026*

Major: Interior Architecture and Design

Lebanese International University *2014 – 2018*

Major: Biology

Highschool Diploma *2010 – 2013*

Branch: Life Science

Languages:

Arabic (Native)

English (Professional)

Spanish (Beginner)

Computer Skills:

Microsoft Office (Word, PowerPoint, Excel)

Adobe (Photoshop, Lightroom, Illustrator, InDesign, Premiere Pro, After Effects, Acrobat)

Autodesk (AutoCAD, 3DS Max)

Google Office Suite

Microsoft teams, Slack, Snowflake, Ziwo, Kommunicate, Confluence, Jira

Hobbies:

Reading, Painting, Photography, Hiking, Volunteer Work, Working Out

References:

Available Upon Request