

ASHRAF ABDL HAMID MOUSA

OPERATIONS MANAGER || CXS || CSM || STRATEGIC PLANNER

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Websites, Portfolios, Profiles

Portfolio: <https://ashrafgawish1.wordpress.com>

LinkedIn: <https://www.linkedin.com/in/ashraf-gawish-348274a3>

Professional summary

As a professional with 14+ years of experience, I've worked across various fields and industries—from operations to customer service, HR, sales, and IT, culminating in procurement. These experiences taught me how to improve workflows, collaborate with diverse teams, and create strategies that truly focus on efficiency. I enjoy challenges, see every role as a chance to learn and grow, and always aim to bring real value to the teams I work with.

Work Experience

Operations Manager | Kuwait Star | Jul 2024 – Present

- Reduced inventory errors by 20% through accurate system updates.
- Acted as central liaison with development teams to resolve technical bugs.
- Resolved daily returns (10+) through payment gateway at 99% efficiency and boosting customer retention
- Provided detailed operational reports to senior management.
- Project: Zain-Tawseel

Customer Experience Strategy Lead | Kuwait Star | Jan 2023 – Jun 2024

- Designed and executed CX strategy across Gulf markets (Kuwait, KSA, and Qatar).
- Collaborated with social media and support teams to collect insights and feedback.
- Translated the voice of the customer into actionable service enhancements.
- Promoted a customer-first culture that improved resolution time by 25% across frontline teams.

Customer Service Manager | Kuwait Star | Jun 2021 – Dec 2022

- Led daily CS operations, managing a multinational team of agents.
- Introduced CS KPIs, boosting feedback by 18% in H2 2022. Resolved issues and closed service gaps.
- Conducted training sessions to enhance agent performance.

Sales Representative | Game Spot | Apr 2020 – May 2021

- Prospected and converted 80+ qualified leads using consultative selling techniques, achieving 130% of quarterly targets.
- Conducted cost-benefit analyses and maintained long-term client relations.

Office Manager to Chairman | Modern Plast | Nov 2019 – Feb 2020

- Managed schedules, budgets, correspondence, and internal coordination for senior leadership.
- Preserved organizational structure and handled facilities and vendor relations.

HR Admin Assistant (Generalist) | Modern Plast | Jan 2017 – Oct 2019

- Supported the recruitment life cycle, employee relations, and performance processes.
- Ensured compliance with labor regulations and internal policies.

Insurance Agent | Chubb | Jan 2016 – Dec 2016

- Delivered consultative insurance solutions tailored to individual and corporate needs.
- Managed client portfolios and presented products at the executive level.

System Administrator | Themar | Jan 2014 – Nov 2015

- Administered servers, ensured network security, and performed system upgrades.
- Provided technical training and support to staff.

Oracle Developer | Higher Technological Institute | Dec 2011 – Nov 2013

- Developed reports, applications, and optimized Oracle code.
- Participated in testing, debugging, and deployment.
- Projects: Student Residences, University Transport

IT Support | Higher Technological Institute | Jan 2011 – Nov 2011

- Installed and configured systems, resolved hardware/software issues, and supported users.

Procurement Specialist | International Land Port | Jan 2010 – Dec 2010

- Negotiated vendor contracts, tracked inventory levels, and optimized purchasing costs.

Marketing Researcher | Nielsen | Jun 2009 – Dec 2009

- Executed surveys and compiled data for the Hyundai i10 project.

Skills

- Operations & Workflow Optimization, Customer Experience Management (CX), Team Leadership & Coaching, Decision Making, Strategic Planning & Reporting, Procurement & Vendor Management, Office Management & HR Coordination, Communication.

Education

- Bachelor's in Business Administration Technology (Accounting Dept.)
Higher Technological Institute | 2003–2009 | 10th of Ramadan, Egypt

Languages

Arabic: Native

English: Intermediate (Working Proficiency)