Ahmed Abdelazim Abdelqawy Ramadan

Operations Team Leader | Workflow Automation Specialist

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PROFESSIONAL SUMMARY

Operations Team Leader with 6+ years in fintech and contact center operations. Combines workforce management, call quality assurance and customer onboarding with Google Sheets and Google Apps Script automation to improve team productivity.

PROFESSIONAL EXPERIENCE

Money Fellows | Downtown Cairo, Egypt

Senior Operations Specialist | Oct 2022 - Aug 2025

Operations Team Leader responsibilities; promoted from Operations Specialist after 12 months.

- Scaled monthly contract dispatches from **3,000 to roughly 12,000** by automating core workflows, using the same team and staffing capacity.
- Supervised 20 employees, prioritized daily workloads, and managed workforce scheduling, shift swaps, handovers and overtime approvals.
- Led return recovery calls, reissuing around **50%** of contracts and securing signatures from **30-35%** of the original returned customer group.
- Trained approximately 10 new employees; conducted interviews and designed recruitment assessments.
- Tracked SLAs and AHT for a 20-person team; assessed outbound calls and coached agents using language and service quality scorecards.
- Built 3 tools: scheduled spreadsheet email backups, a Google Apps Script web app for attendance and breaks, and a live performance counter.
- Authored business requirements documents (BRDs) for system improvements and custom reports, with time-saving estimates to support development decisions.
- Resolved operational issues with technical teams and HR, including customer support tickets, system access and payroll queries.

Operations Specialist | Oct 2021 - Sep 2022

- Prepared onboarding contracts and confirmed details through outbound customer support calls to activate new customers.
- Archived customer contracts after delivery using the company's structured filing system.

Zack's Fried Chicken | 6th of October, Giza, Egypt

Operations Team Leader (promoted from Call Center Agent) | Jun 2019 - Oct 2021

- Managed shift scheduling and daily customer service operations following promotion from Call Center Agent.
- Coordinated integrations with 2 delivery platforms: Talabat and elmenus.

FREELANCE EXPERIENCE

Freelance Client Work | Remote, Egypt

Workflow Automation Developer | Jan 2023 - Jul 2023

E-commerce and payroll engagement alongside full-time employment.

- Delivered order confirmation and dispatch automation over a six-month engagement, launching the initial version in roughly 1 month.
- Integrated Google Sheets and Apps Script with a shipping provider; added reports on delivery success rates and employee performance ratings.
- Automated monthly payslips for about **200 employees**, reducing manual effort by an estimated **80%**.
- Enabled individual payslip emails in around **30 minutes**, replacing a manual process that took days.

SKILLS

Team management: Workforce Management (WFM), shift scheduling, employee training, coaching, cross-functional collaboration

Operations: Contact center operations, customer onboarding, customer support, Quality Assurance (QA), Service Level Agreements (SLAs), Average Handling Time (AHT)

Reporting: Key Performance Indicators (KPIs), productivity analysis, custom reports, business requirements documentation

Automation: Google Sheets, Google Apps Script, scheduled triggers, macros, Microsoft Excel (advanced formulas)

Technical: SQL (MySQL) and JavaScript fundamentals, AI-assisted web development, Vercel, Supabase

ADDITIONAL PROJECTS

Freelance Web Development

- Created a restaurant website in approximately 50 development hours, covering ordering, tracking, loyalty points and menu availability controls.
- Developed a retail management web application covering inventory, sales and invoicing.

EDUCATION

Bachelor of Laws

Helwan University | Helwan, Cairo, Egypt | Graduated 2024

CERTIFICATIONS AND TRAINING

Udemy coursework: Google Sheets, Team Leadership, Mini MBA.

ADDITIONAL INFORMATION

Languages: Arabic: native | English: elementary to intermediate (self-assessed A2-B1)

Military service: Completed | Available for remote work and domestic or international business travel.

Passport available