

Mohamed Chaara

A Master of Business Administration Degree holder who has an extensive experience in planning, analyzing, measuring, and managing performance and identifying business drivers for various industries and sectors; a hands-on approach in providing suitable and practical KPIs, preventive and corrective solutions, goals, and objective. In addition to a proven track record in translating ideas and requirements into realities for a wide variety of business models and applications, He is a team player who worked with and managed a team of professionals with the objective of providing world class service while ensuring productivity, efficiency, growth, and profitability.

Contact Details

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Nationality	Moroccan	Marital Status	Married

Professional Experience and Career History

- Nov 2015 – Present** **Co-Founder**
Approved Technologies W.L.L. - Kuwait
Approved Technologies W.L.L. is a company specializing in providing formulation, design, and implementation solutions to web and mobile applications start-ups. In addition to my role as the co-founder, I am in charge of the overall operations and in providing customers with feedback regarding their feasibility studies, solution parameters, and overall direction of the solution.
- Mar 2014 – Present** **Executive Manager**
World Wide Halls Co.
Kuwait City
- World Wide Halls is a leading company specializing in the construction and lease of prefabricated European halls and structures. As an executive manager, I report directly to the board of directors, and the main responsibilities of my role are:
- Communicating with suppliers and manufacturers to assess the requirements of the company.
 - Conducting market research to determine new lines of business.
 - Costing and pricing of contracts
 - Establishing contacts with potential customers and projects
 - Overseeing the overall management of projects and allocating duties to specialized teams of staff.
- Among the projects managed recently are:
- Hajj tenting for the year 2015
 - Kuwait Army School of cadets annual graduation since 2015
 - Q8 Food Festival 2015 and 2016
 - EQUATE turn around exercise since 2014

Mar 2014 – July 2015 **Managing Director**
Draiwil Logistics Solutions
Kuwait City

The company provides logistics and delivery solutions to a wide array of industries that include (but are not limited to) financial institutions, education institutions, food and beverage companies, home businesses, and manufacturing companies. As a manager of operations and support services I am in charge of the overall performance of the company and I directly supervise and manage the heads of finance, marketing, customer service, human resources and administration department. I report directly to the board of directors, and among the responsibilities of my role were:

- Design and implementation of the Delivery Management System (DMS).
- Managing the day to day and overall performance of the contact center.
- Communicating with customers and sourcing new venture for the company.
- Analyzing daily and monthly performance and establishing KPIs for all business units.
- Designing and implementing companywide policies related to overall placement of the company in the market
- Performing market research on products and services to maintain a competitive edge over competitors.

Aug 2012 – Mar 2014 **Contact Center Manager**
Kuwaiti American Foodstuff Company
Kuwait City

The company is a member of Al-Shayegi International Group and is specializing in casual and fine dining. As a contact center manager, I reported to the general manager and work closely with the heads of operations, finance, home delivery, and marketing and act as a link between the management and the customers to plan and execute business targets.

The main responsibilities of my role were:

- Designing and implementing the new contact center.
- Managing and supervising the overall performance of the contact center.
- Managing the Telemarketing and Telesales business units
- Analyzing the daily and monthly trends and establishing KPIs and sales targets to eliminate wastage, and to optimize performance.
- Analyzing the overall performance of the company.
- Providing detailed reports on sales, transactions, and customer experience.
- Working with Operations, Home Delivery, and Marketing department to improve and expand the company customer base.
- Working with Finance and IT to design and implement POS and reporting systems.

May 2008 – Present **Arabic Designer and Translator**
Vision KL Arabic Supplement (13 Editions)
Vision Four Sdn Bhd - Jalan Liku, Bangsar, Malaysia

Jul 2010 – Jul 2012

Assistant Manager - MIS Department

Scicom MSC Berhad

Kuala Lumpur, Malaysia

The company is the leading Business Process Outsourcing (BPO) provider in Malaysia, providing customer service solutions to 96 countries. As an assistant manager, I reported to the vice president of MIS, and worked directly with the COO of the company. I lead a team of six MIS Specialists and 20 Customer Service executives. The main responsibilities of my role were:

- Managing and supervising the performance of Customer Service executives
- Managing and supervising the performance of MIS Specialists
- Analysis of trends and performance data to achieve external and internal targets, eliminate wastage, and to optimize performance.
- Identifying performance related issues and providing solutions.
- Designing reporting templates and tools.
- Providing RFP requirements to the Business Development Unit to bid for new projects.
- Working with the Project Management Office to start up new projects and set, measure and analyze targets and KPIs.
- Conducting cost analysis for existing projects to identify areas of improvement.
- Communicating with internal and external clients.
- Overseeing the performance of the contact center projects and departments
- Ensure adherence to ISO Policies, SOPs, and work instructions

Project Managed and Supervised

In this capacity, I have managed and provided RFP responses to multiple projects.

Project that I have directly managed are as follows:

<i>Nokia Middle East and Africa</i>	<i>Nokia APAC</i>	<i>SingTel</i>
<i>Air Asia Malaysia</i>	<i>Air Asia Thailand</i>	<i>Air Asia Indonesia</i>
<i>Tune Money</i>	<i>Tune Mobile</i>	<i>Edexcel</i>
<i>GE Money Singapore</i>	<i>McDonald's Malaysia</i>	<i>Peach Airlines</i>
<i>Digi Telecommunication</i>	<i>uMobile</i>	<i>B/S/H</i>
<i>Hewlett Packard</i>	<i>Manipal Intl' University</i>	<i>CitiLink – Garuda Indonesia</i>

Oct 2008 – Jul 2010

Specialist - MIS Department

Scicom MSC Berhad

Kuala Lumpur, Malaysia

As a specialist, I reported to the Assistant Manager of MIS and worked directly with the Vice President of MIS Department. The main responsibilities of my role were:

- Designing reporting templates and tools.
- Scheduling agents and support team for all the contact center projects (More than 900 agents and support team members) using Erlang-C Scheduling Tools.
- Communicating with internal and external clients.
- Running reporting tools and analyzing contact center KPIs and performance.
- Assisting in the real time floor management to achieve the contact center targets.

Project Managed and Supervised

In this Capacity, I have performed supervision and management duties related to the following projects:

<i>Nokia Middle East and Africa</i>	<i>Nokia APAC</i>	<i>SingTel</i>
<i>Air Asia Malaysia</i>	<i>Air Asia Thailand</i>	<i>Air Asia Indonesia</i>
<i>GE Money</i>	<i>Viva Macau Airlines</i>	<i>Scicom Academy</i>

Aug 2007 – Oct 2008 **Executive - Technical Support (Nokia Network Management System - NMS)**
Scicom MSC Berhad
Kuala Lumpur, Malaysia

As an executive, I reported to the Operation Manager. The main responsibilities of my role were:

- Handling inbound and outbound enquires with regards to the NMS tracking.
- Communicating with the clients with regards to the requirements and progress of system implementation.
- Attending conference calls and providing weekly and monthly updates to clients.

Jan 2007 – Aug 2007 **Executive - Technical Support (Nokia Middle East and Africa)**
Scicom MSC Berhad
Kuala Lumpur, Malaysia

As an executive, I reported to the Assistant Manager - Operations. The main responsibilities of my role were:

- Handling inbound and outbound enquiries related to Nokia products and services.
- Assisting in the real time floor management to achieve the contact center targets.

Jun 2005 - Oct 2006 **Representative**
CS Trading Co.
Tangier, Morocco

CS Trading is a trading company involved in import and export. As a representative, I reported to the managing director, and I have travelled to China and Hong Kong to source for electronics suppliers during the Hong Kong Spring Fair and the Canton Fair.

Education Background

Mar 2007 – Nov 2008 **Master Degree of Business Administration - MBA**
United Business Institutes
Kuala Lumpur – Malaysia

Sep 2002 – Nov 2006 **Bachelor Degree of Business Administration - BBA**
United Business Institutes
Kuala Lumpur – Malaysia

Jul 2001 **General Secondary School Certificate - Science Stream**
Al Najat Private School Kuwait City - Kuwait

Languages and Skills

Arabic	Mother Tongue	English	Expert		
MS Excel	Expert	MS Office	Expert	MS VBA	Advance User

References

References details and contact information are available upon request.