



Abdelrahman Ezzat

Workforce & Reporting Manager

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Professional Summary

Strategic Workforce & Reporting Manager with 10+ years of experience leading scheduling, forecasting, and resource management across multi-channel contact centers. Proven expertise in developing optimized staffing models, capacity plans, and KPI frameworks aligned with COPC and ISO standards. Currently managing 15+ professionals and 25+ projects, driving AI transition initiatives and operational excellence through data-driven strategies and advanced analytics.

Professional Experience

Workforce and Reporting Manager

July 2023 - Present

Tamkeen Technologies

Riyadh, Saudi Arabia

- Established and structured WFM function for multi-channel contact centers from ground up, managing 25+ projects
- Designed and implemented KPI frameworks (Efficiency, FCR, CER, AHT, Shrinkage, Occupancy) aligned with COPC and ISO standards
- Developed automated dashboards and scorecards using Power BI and SQL, enhancing decision-making accuracy
- Led cross-functional initiatives integrating operational and reporting systems, improving efficiency by 18%
- Spearheading AI Transition Plan 2026, implementing virtual agents and automation to reduce costs and enhance productivity
- Conducted monthly business reviews with executive leadership, presenting performance trends and actionable insights

Senior Supervisor Workforce

December 2021 - July 2023

Terhab

Riyadh, Saudi Arabia

- Presented monthly and yearly KPI business reviews to top management
- Provided recruitment teams with accurate hiring capacity plans
- Ensured implementation of all plans and schedules with agreed quality benchmarks
- Supervised non-productive time requests, enhancing project deliverables
- Managed performance appraisals for all direct reports

Workforce Supervisor

February 2018 - November 2021

Talabat

Cairo Governorate, Egypt

- Reviewed and optimized project KPIs across multiple WFM metrics
- Proposed and implemented contingency plans for operational challenges
- Developed staffing plans and head count reports for multiple project models
- Managed team escalations and created environment of trust and open communication

Workforce Supervisor

August 2017 - February 2018

Raya Contact Center

Cairo Governorate, Egypt

- Executed and ensured effective implementation of scheduling plans
- Reconciled daily attendance with agent schedules and time reporting
- Created and delivered daily, weekly, and monthly WFM reports
- Managed non-productive time request process efficiently

Raya Contact Center

Cairo Governorate, Egypt

- Executed plans and ensured effective implementation of schedules
- Provided analytical support to operations team
- Created and delivered comprehensive WFM reports
- Managed non-productive time request process

Core Competencies

Leadership & Management

- Team Leadership
- Performance Management
- Strategic Planning
- Change Management
- Cross-functional Collaboration

Analytics & Reporting

- Power BI
- SQL
- DAX
- KPI Development
- Data Visualization
- Interactive Reports

Methodologies

- Six Sigma
- COPC Standards
- ISO 9001:2015
- ICMI WFM
- Lean Management
- AI Implementation

Workforce Management

- Workforce Planning
- Capacity Planning
- Forecasting
- Scheduling
- Erlang-C Modeling
- Productivity Modeling

Systems & Tools

- Salesforce
- Genesys
- Zendesk
- Cisco
- Avaya
- CRM Platforms

Business Acumen

- Budget Management
- Cost Optimization
- Process Improvement
- Startup Experience
- Mini MBA Knowledge

Certifications & Credentials

Six Sigma Master Black Belt

Certified • 2025

ISO 9001:2015 Lead Auditor

Certified • 2025

ICMI Certified Workforce Management Professional

ICMI • 2025

COPC CXPL Customer Institute Certified Assessor

COPC • 2024

Finance for Non-Finance Managers

Certified • 2024

Education

Bachelor's Degree in Law

Faculty of Law, Zagazig University
2007 - 2011

Personal Interests

- ✈️ Travel & Exploration
- ♟️ Chess Strategy
- 📷 Photography