

CONTACT

LOCATION
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COMPETENCIES

Leadership

- Team leadership
- Performance management & KPIs
- Coaching & feedback
- Corrective action
- Recruitment & onboarding

Operations

- Account launch & readiness
- Client alignment & policies
- Reporting & data analysis
- Quality assurance
- Multichannel support

Methods

- Six Sigma Green Belt training
- Project management basics
- Complaint handling
- Microsoft Office

LANGUAGES

Arabic
Native

German
Fluent

English
Full working proficiency

TRAINING

- Six Sigma Green Belt Training, SGS Academy
- Project Management Fundamentals, Sykes
- Effective Feedback and Coaching
- How to Win Friends and Influence People, Dale Carnegie Training

Wael Saudi

Account Team Manager · Customer Operations

Foundever · Whitbread Hotels account · German, English, Arabic · Cairo

PROFILE

Customer operations leader with more than 20 years in customer-facing work. At Sykes and Foundever since 2015, from German-speaking support and quality coaching to over seven years as team leader on the Sony Germany account; since November 2025 Account Team Manager for the newly launched Whitbread Hotels account. Before that, 13 years in tourism and airport operations in Sharm el-Sheikh.

20+ yrs
Customer-facing roles, since 2002

7+ yrs
Leading teams at Foundever

Recognition
Certificate from Foundever & Whitbread leadership

EXPERIENCE

Account Team Manager
11/2025 – Present

Foundever · Whitbread Hotels account

Shortlisted for Operations Manager: passed all internal leadership assessments and benchmarks, awaiting placement on a suitable account.

- Lead the team for the newly launched Whitbread Hotels account, overseeing operational readiness and early-stage performance.
- Manage daily performance metrics, align team workflows with client expectations and stabilise service delivery for the new launch.

Team Leader
04/2018 – 11/2025

Sykes / Foundever · Sony Germany account

- Monitored and evaluated agent performance, provided learning and coaching opportunities and took corrective action where needed.
- Made sure agents met the client's objectives, performance standards and policies; prepared reports and analysed data to help management set targets and monitor KPIs.
- Supported recruitment and hiring of new agents for the German team.

Quality Coach
12/2016 – 04/2018

Sykes · Sony Germany

- Monitored agent transactions across calls, chat, e-mail and social media; delivered coaching sessions and tracked their outcome.
- Analysed quality scores and shared insights with an action plan to improve QA scores and process.

EARLIER EXPERIENCE · SUPPORT, TOURISM & AIRPORT OPERATIONS

09/2015 – 12/2016 — **Technical Support Advisor · Sykes · Sony Germany**
Technical support for Sony Germany's customers by phone and e-mail.

05/2010 – 09/2015 — **Airport Traffic Operations Manager · Flash Tours**
Sharm el-Sheikh. Tourist arrivals and departures, flights, hotels, car rentals; travel policies; complaints and disciplinary matters.

08/2006 – 03/2010 — **Assistant Branch Manager · Welcome Tours (Kuoni Swiss)**
Sharm el-Sheikh. Profit, performance and service goals; motivated the sales team to exceed targets.

09/2002 – 08/2006 — **Hotel Representative · Welcome Tours (Kuoni Swiss)**
Assisted tourists; planned programmes and excursions.

EDUCATION

1996 – 2000
Bachelor, Language and Translation, German section
Faculty of Language and Translation, Al-Azhar University

2001 – 2003
Guidance Diploma in German Language
Faculty of Tourism, Helwan University