

Sherif Hamed

Professional Summary

Results-driven professional with a strong foundation in Computer Science, specializing in Machine Learning and AI. Diverse experience across IT, customer service, sales, and logistics operations. Proven ability to lead teams, manage operations, and deliver measurable results. Skilled in communication, leadership, and problem-solving, with a track record of driving performance improvements.

Work Experience

Drivers Manager & Shift Leader

DrugLift - New York, USA (Remote) | Apr 2025 - Present

- Manage daily operations between pharmacies and patients, ensuring timely and accurate deliveries.
- Oversee driver scheduling, performance, and logistics coordination.
- Lead shift operations to maintain service quality and meet performance KPIs.

Sales Agent, Lead Manager & Subject Matter Expert (SME)

Teletarget - Alexandria, Egypt | Sep 2024 - Mar 2025 (6 months)

- Managed sales pipeline, generated qualified leads, and improved conversion rates.
- Trained and mentored new agents, improving team performance.
- Served as SME, providing expert guidance to optimize sales strategies.

Sales Agent, Closer & Team Leader Delegate

Partners Outsourcing Solutions (POS) - Alexandria, Egypt | Jan 2021 - Aug 2024 (Almost 3 years)

- Led a sales team to achieve 'Top Team' status three consecutive times.
- Monitored performance, coached agents, and implemented strategies to exceed sales targets.
- Handled client objections, closing high-value deals.

Subject Matter Expert - AT&T; Account

Sutherland Global Services - Alexandria, Egypt | Jan 2020 - Dec 2020 (1 year)

- Supported front-line agents in handling technical and billing inquiries.
- Provided live coaching and escalation management for the AT&T; telecom account.
- Assisted in training new hires and improving team efficiency.

Head of IT Department

Concord - New Alamein City, Egypt | Jan 2018 - Dec 2019 (2 years)

- Oversaw all IT infrastructure and network systems for the construction site.
- Managed a small IT team, ensuring smooth tech operations and resolving on-site technical issues.
- Implemented data security measures and supported business continuity plans.

IT Support Specialist

Hassan Allam Construction - New Alamein City, Egypt | Jan 2017 - Dec 2017 (1 year)

- Provided technical support to staff, handling hardware, software, and networking issues.
- Installed and configured IT systems for on-site operations.
- Assisted in implementing project management tools and communication systems.

Education

Egyptian E-Learning University (EELU) - Alexandria, Egypt

Bachelor of Science in Computer Science, Major: Machine Learning & Artificial Intelligence

Graduated: 2023

Skills

- Leadership & Team Management
- IT Infrastructure & Support
- Sales & Customer Service
- Performance Coaching & Training
- Logistics & Operations Management
- Problem-Solving & Critical Thinking
- Communication & Interpersonal Skills

Languages

- Arabic: Native
- English: Fluent