



Key Skills

- Business Strategy
- Account Management
- Patient Communication
- CRM Tools
- Coaching & Team Training
- Sales & Upselling
- Content Moderation

Languages

- Arabic – Native
- English – Fluent
- Dutch – Intermediate

Career Highlights

- £250K+ revenue generated
- Managed Airbnb account (UK)
- Trained & led moderation team

Education

- Bachelor of Dental Surgery (BDS)
- Faculty of Dentistry, Alexandria University
- Final Year – Honors Thesis in Progress
- Cumulative Grade: Good

Professional Experience

Corporate Development Expert

Fantastic Services – Australia | Nov 2024–Present

- Developing B2C channels and expanding B2B (Supplier/Vendor) partnerships within the Australian market
- Identifying service gaps and implementing tailored solutions using Excel analysis
- Drove **£80,000+** in B2B & B2C revenue within 8 months through consultative sales and strategic upselling

Corporate Development Expert & Account Manager

Fantastic Services – UK | Aug 2023–Nov 2024

- Managed B2B client relationships, including a major Airbnb partner.
- Led initiatives in service expansion, client retention, and cross-team collaboration.
- Generated over **£150,000** in B2B revenue within 12 months.

Subject Matter Expert – Content Moderation

Majorel (Now Teleperformance) | May 2021–Apr 2023

- Acted as the go-to expert for a major livestreaming platform, supporting complex moderation decisions involving high-risk or unclear content.
- Reported and escalated urgent safety incidents, contributing to timely interventions during real-world emergencies.
- Created and delivered tailored coaching sessions to upskill content moderators and ensure policy compliance.
- Tracked team performance and quality metrics, identifying improvement areas and developing corrective action plans.
- Helped develop internal knowledge bases, improving moderator accuracy and decision-making under pressure.
- Worked closely with policy and trust & safety teams to refine enforcement guidelines and uphold user protection standards.

Sales & Technical Care Advisor

Vodafone UK | Mar 2019 – Jul 2021

- Started as a Telesales representative and was later transferred to the Technical Care queue to support growing demand, based on strong performance and adaptability.
- Resolved high-volume customer issues related to mobile network, data connectivity, and home broadband.
- Consistently exceeded sales targets, generating over **£50,000** in revenue within 8 months.
- Recognized as the top-performing sales advisor across Vodafone UK in Q4 2019.