



Ramy Youssef Ramzy

E-Commerce Project Manager. "Previously, Regional E-Commerce Manager"



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Career Objectives

- To contribute relevant experience and education background to my working field, I have the ability to learn and devote myself and my background knowledge obtained through my undergraduate studies for the benefit of the Company.

Personal Profile

Personal skills

- Ability to work under pressure and meet deadlines while maintaining the professional standards.
- Excellent team worker, function well under pressure.
- Excellent in sending and handling e-mails.
- Skilled at handling multiple tasks and multiple customers.

Personal information

- Nationality: Egyptian
- Date of Birth: 27/1/1985
- Marital Status: Single
- Military Status: Exemption

Education

- 2003 – 2007, Bachelor of Computer Science, Information System Section, from Culture & Science City, 6th of October.

Experiences

E-Commerce Project Consultant - Freelance, El Sawy Group for Real Estate Investment.
Jan, 2017 – Till now



EL SAWY GROUP
For Real Estate Investment

- o Create project timelines, and manage creative, development milestones and deliverables.
- o Manage day-to-day planning, scheduling, tracking and reporting.
- o Clearly communicate the progress and results of the team to the rest of the organization.
- o Lead the team through successful Identify, Define & Design, Develop, and Launch phases, explaining complex ideas clearly, and managing expectations throughout.
- o Prepare project documentation including project plans, statements of works and status reports.
- o Keep projects on track through clear identification of deliverables, risk identification/mitigation, issue tracking, escalation management, status meetings, etc
- o Ensures timely and appropriate generation, collection, and dissemination of project information.
- o Manages relationships with internal stakeholders and external vendors.
- o Manages the overall Operations of the ecommerce tools.
- o Identifies opportunities to streamline operations and process improvements.
- o Gather all requirements for projects that involve external vendors, internal departments and/or both.
- o Manage and execute multiple projects at one time.
- o Work as a team player with ability to lead a cross-functional project team.
- o Drive to keep updated with current web technologies and trends.

**Regional E-Commerce Manager,
Cleopatra Luxury Hotels & Resorts**
Feb, 2015 – Jan, 2017



- Contracting with all OTAs with rate and special promotion uploading.
- Verify that the hotel is fully activating and optimizing their presence on approved Internet eChannels.
- Employ eMarketing strategies and tactics to drive revenue for hotel.
- Track regularly the bookings improvement and presenting a chart with accurate figures and percentage of increase or decrease with clarifications.
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- Set the Best Available Rate (rate structure) in coordination with Director of Sales & Marketing and Regional Director of Public Relations & Marketing Communications.
- Market survey as where we are from our competitors.
- Checking all BTB website which already contracted with sales department to make sure that they are featuring us with good listing, information, images, etc...
- Generate and update website content company (products, content, and promotions)
- Work with agencies to build traffic & sales via the website.
- Plan, define and implement website changes and functional improvements
- Monitor key performance indicators on the website and develop plans to improve them
- Use search engine optimization, paid search, email marketing, online ads. And other online marketing tactics to increase penetration with target customers.
- Open new Social Media accounts on Flickr, Pinterest, Instagram, Twitter, etc...

**E-Commerce Coordinator,
Renaissance Sharm El Sheikh**
Feb, 2014 - January, 2015



- Serve as the hotel eCommerce lead, and execute Marriott's enterprise eCommerce strategy across hotels.
- Ensure that the hotel is fully activated on Marriott.com and its in-language global sites.
- Verify that the hotel is fully activating and optimizing their presence on approved Internet eChannels.
- Employ eMarketing strategies and tactics to drive revenue for hotel.
 - Use search engine optimization, paid search, email marketing, online ads. And other online marketing tactics to increase penetration with target customers.
 - Collaborate closely with the hotel Marketing team to execute/pull through online Brand Marketing strategies and plans for the hotel.
- eCommerce Communication, Training and Education.

**Contact Center Operations
Development Specialist,
TE Data ADSL**
Sep, 2010 - Jan, 2014



- Generate the Call Center daily and monthly reports.
- Update the Call Center processes
- Support the outsourcing projects
- Hold meetings with the Call Center superiors and other Departments to update the workflow
- Enhance the Call Center tools and applications
- Analyze any issue affecting Contact Centre targets or customer experience
- Unify the process between the sales and technical Call Center
- Develop and update call scripts with all involved parties
- Ensure that the processes and procedures are implemented in a right way.
- Handle the agent's suggestions sent to the idea mail list
- Contribute the Contact Center Knowledge base and the call scenario contents
- Participate in updating the Contact Center contents on the portal
- Perform any other duties requested by the Direct Manager.

**Sales and Customer Service
Representative,
TE Data ADSL**
Apr, 2010 - Sep, 2010



- Answer phones and be ready for unexpected customer's requests.
- Sell products according to the policy of the company and thereby place orders in the computer system.
- Provide customers with rich data, information about services and new products.
- Deliver product conditions to our customers, transfer customer's calls to the required department if needed or applicable.
- Identify customer issues with the help of the computer.
- Follow up on customer's inquiries which are not solved on time.
- Participate on coaching activities meant to enhance professionalism.

Customer Service Representative,

Orange

Feb, 2009 - Mar, 2010



- Answer phones and be ready for unexpected customer's requests.
- Sell products according to the policy of the company and thereby place orders in the computer system.
- Provide customers with rich data, information about services and new products.
- Deliver product conditions to our customers, transfer customer's calls to the required department if needed or applicable.
- Identify customer issues with the help of the computer.
- Follow up on customer's inquiries till being solved.
- Participate on coaching activities meant to enhance professionalism.

Sales Representative "Indoor", Mobile Shop

Aug, 2008 - Feb, 2009



- Inform the customers with all information about the products that they asking for.
- Convince the customers with the product that they are asking for or convince them with another product in case it is not available at our branches.
- Handle customer's complaints.
- Work as a team to achieve branch's target.

Assistant IT (Training), El-Fady

Jul, 2006 - Jan, 2007

- Preview the workplace that we must install the network on.
- Measure the workplace to know how much we need to connect the wires to get the network ready for the client.
- Prepare all requirements or equipment (Router, Switch, Wires, ...etc)
- Scan the PCs.
- Troubleshoot the installed networks when we receive a complaint from a client till we reach the issue and solve it.

Projects

Cleopatra Luxury Hotels & Resorts

- ✓ Grand Opening of Cleopatra Luxury Beach Resort Makadi Bay - Adults Only.
- ✓ Website Booking Engine for Cleopatra Luxury Hotels and Resorts.
- ✓ Christmas Event at British School in Cairo, Egypt.
- ✓ Cleopatra Luxury Hotels & Resorts website - German Language.
- ✓ Cleopatra Luxury Hotels & Resorts website - Russian Language.
- ✓ Myriam Fares Event - Online Campaign (Facebook, Instagram, Twitter Ads. And other Online Activities)

TE Data ADSL

- ✓ TE Data Branches Web App. - Internal App. For TE Data's Employees.
- ✓ TE Data 4U Web Simulation - Internal Simulation for TE Data's Employees.
- ✓ SSP Simulation "Self Services Project" - Internal Simulation for TE Data's Employees.

El Sawy Group for Real Estate Investment

- ✓ Created a WordPress internal portal and currently, I'm working on creating another one to support the project.

Courses

Certifications

- ✓ The Digital Garage Certification from Google
- ✓ CPD, Diploma in Digital Marketing
- ✓ SEO: Ecommerce
- ✓ Facebook Ad Reporting
- ✓ Facebook Ads Manager
- ✓ Facebook Audience Insights
- ✓ Increase 20% Direct/Indirect Revenue within 100 Days - Six Circles for Hospitality Digital Planning
- ✓ How your hotel can rank higher on TripAdvisor in 90 Days
- ✓ How To Create A Digital Magazine App Business
- ✓ ACCESS
- ✓ NETWORK+
- ✓ Developing Mind Power and Inner Skills

Test Scores

- ✓ Google Analytics, Digital Analytics Fundamentals (Score: 100%)
- ✓ Google AdWords, AdWords Fundamentals (Score: 88%)
- ✓ Diploma in Digital Marketing, Shaw Academy - Assignment 1 (Score: 95%)
- ✓ Diploma in Digital Marketing, Shaw Academy - Assignment 2 (Score: 100%)
- ✓ Diploma in Digital Marketing, Shaw Academy - Assignment 3 (Score: 97%)
- ✓ Diploma in Digital Marketing, Shaw Academy - Assignment 4 (Score: 100%)
- ✓ Diploma in Digital Marketing, Shaw Academy - FINAL Assignment (Score: 85%)

Marriott International

- ✓ eCommerce Inventory Management
- ✓ Rewarding Events Policy Acknowledgement and Pledge
- ✓ Addressing and Redistributing E-mail
- ✓ Business Etiquette in Introductions
- ✓ Risk Management: Introduction
- ✓ Creating Work/Life Balance
- ✓ Adopting the Appropriate Management Style
- ✓ Information Security and Protection Training (ISPT)
- ✓ Maximizing TripAdvisor for Your Hotel
- ✓ Marriott Rewards Rewarding Events
- ✓ Communicating a Shared Vision
- ✓ Basic Presentation Skills: Creating a Presentation
- ✓ Risk Management: Security Is Everyone's Responsibility
- ✓ Mobile Guest Services Certification
- ✓ Building Upward Relationships
- ✓ Business We Do - Marriott International - English (Online)

TE Data ADSL

- ✓ Problem Solving and Decision Making
- ✓ Presentation Skills
- ✓ Time Management

Others

- ✓ English, reached level 10
- ✓ CCNA
- ✓ How to deal with people and marketing assets
- ✓ SEO
- ✓ MCSE
- ✓ MySQL

Computer Skills

➤ Adobe Photoshop 7, 8 CS & CS2.	★★★★★	➤ Microsoft Word	★★★★★
➤ Adobe Premiere Pro CS3.	★★★★★	➤ Microsoft Excel	★★★★★
➤ Adobe After Effects CS5.	★★★★★	➤ Microsoft PowerPoint	★★★★★
➤ Dreamweaver.	★★★★★	➤ Microsoft FrontPage	★★★★★
➤ SwishMax.	★★★★★	➤ Microsoft Outlook	★★★★★
➤ Windows Movie maker.	★★★★★	➤ Microsoft Publisher	★★★★★
➤ Web Maker.	★★★★★	➤ Microsoft InfoPath	★★★★★
➤ HTML.	★★★★★	➤ Microsoft Project	★★★★★
➤ PHP.	★★★★★	➤ Microsoft Visio	★★★★★
➤ JAVA Script.	★★★★★	➤ WINDOWS.	★★★★★

Languages

English: Excellent.
Arabic: Mother Tongue.