Marwan Shaaban

Global Real-Time Analyst (RTA) | WFM & Project Management Specialist

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Portfolio: marwanshaaban-wfm.vercel.app | CV (PDF): Marwan-Shaaban-CV.pdf

PROFESSIONAL SUMMARY

Global Real-Time Analyst at Teleperformance (supporting a premier global travel booking platform across the Barcelona, Spain site), specializing in intraday management, operational stability, and SLA optimization across multi-region environments. Supports 650+ agents across 22 LOBs. Combines advanced data engineering with project management methodologies to eliminate operational blind spots, stabilize SLAs, and maximize team efficiency.

CORE COMPETENCIES

Real-Time Adherence (RTA) · Intraday Management · Shrinkage & SLA Control · NICE IEX & Ignite · Advanced Excel & Data Engineering · Project Management (PMI / ESLSCA) · Lean Six Sigma White Belt · AI in Operations

WORK EXPERIENCE

Global Real-Time Analyst | Majorel / Teleperformance — **Feb 2026 – Present**
Remote for Barcelona, Spain

- Real-time performance owner supporting global sites (650+ agents, 22 LOBs), tracking queues, Service Level (SL), AHT, and adherence to maintain operational flow and detect deviations early.
- Deliver continuous live intraday reports, automated alerts, and actionable insights to global leaders.

Subject Matter Expert (SME) | Teleperformance — **Sep 2025 – Feb 2026**
Alexandria, Egypt

- Identified performance bottlenecks and provided targeted coaching, improving team KPIs and CSAT scores.

Customer Service Representative | Teleperformance — **Jan 2025 – Sep 2025**
Alexandria, Egypt

- Supported Gulf-region customers via live chat and phone; awarded “Top Achievers AHT” recognition (May 2025).

PROJECTS

Live Intraday Attendance & Conformance Tracker (NICE IEX + Excel) — **Excel · NICE IEX · Zero VBA**

- Managed +304 agents across 19 LOBs and 1 Management Unit using 100% native Excel architecture (XLOOKUP, UNIQUE/FILTER, INDEX/MATCH, LOOKUP, SUMIFS; zero VBA).
- Reduced report automation time to under 1 minute, processed 125,000+ interval rows, and proactively exposed critical intraday staffing gaps.
- Case study: marwanshaaban-wfm.vercel.app/#case-study · Workbook: Intraday Attendance & Conformance Tracker.xlsx

EDUCATION

Professional Diploma in Project Management | ESLSCA University — **Completed Aug 2026**
90 Contact Hours · ID: 21468510

Bachelor of Laws (LL.B) | Alexandria University — **Oct 2024 – Jun 2028**
Second Year

CERTIFICATIONS & CREDENTIALS

- BEST WFM – Knowledge Master (Gold) Badge – Teleperformance, Feb 2026
- Global L&D Certification of Jump WFM and WFM Foundations – Teleperformance, Sep 2026
- Lean Six Sigma White Belt – Teleperformance, Sep 2026
- Project Management Professional Diploma – ESLSCA University, Aug 2026
- McKinsey Forward Program – McKinsey & Company, Jul 2025
- Excel Fundamentals Track – DataCamp, Feb 2026; Advanced Skills in Microsoft Excel – Edraak, Feb 2026