**Muhammad**

**Muhammad.338697@2freemail.com**

**PERSONAL PROFILE**

**A capable, results oriented person with successful experience in the field of Customer Services or Customer Planning. Ability to keep in mind customer’s need along with organizational benefits before decision making and make sure the true essence of customer centricity. Possessing excellent insights of the customers along with pain areas and maintaining dashboards for visibility purpose of the management.**

 **PROFESSIONAL PROFILE**

**CUSTOMER EXPERIENCE EXECUTIVE** ***Telenor Pakistan*** (May 2015 - Jan 2016)

Identify opportunities to improve existing procedures, systems and related tools to meet the requirements of departmental goals and objectives like enhancing Customer Experience, AHT Reduction, Operational Efficiency, NPS and FCR Improvement, Recall reduction etc.

***Duties:***

* Provide process improvement support to process owners and assist them in developing processes/procedures
* Develop liaison with department managers, senior leadership and stakeholders
* Effect Realization of each process
* **Stakeholder Management**

***Project Leader:***

* **Lost handset & SIM Stolen**
* **Free of Cost (FOC) Reason Availability (Internet & Scratch Card)**

**CHANNEL EXPERIENCE & INSIGHT EXECUTIVE** ***Telenor Pakistan*** (Dec 2013 - May 2015)

During this job role I was responsible for analyzing pain areas of the customers by direct discussion on calls and to suggest most appropriate proposal keeping in view the customers need in accordance with the company’s goal.

***Duties:***

* Taking Quality customer Feedback( VOC) through outbound calls
* Conducting Ad-hoc surveys and also ensure timely delivery
* Conducting Non-FCR related surveys for different queues based on **Customer Intelligence** i.e. prepaid, postpaid, franchise, non-voice channels, branchless banking, within given time spam
* System Audit of FCR Surveys
* Generating day end report of all queues and timely stats sharing
* **Preparing analytical reports i.e. Weekly Insights, Fortnightly Insights & Monthly Presentations and Reports**
* Interacting with internal & external stakeholders, POC
* **Handling and executing different campaigns & IVR’s for the segments through Outbound Contact Manager (OCM)**

***Project Leader:***

* **Other Helpline Call Transfer- Root Cause Analysis**
* **FCR Improvement Plan (Reactive Approach)**

**CUSTOMER RELATIONS OFFICER**  ***Telenor Pakistan*** (Aug2009 - Dec 2013)

Responsible for dealing customers over the call and provide them appropriate resolution as per their complaints and services.

 ***Duties:***

* Complaint handling
* Complaints escalation
* Service activations
* Up of VAS’s

***Project Leader:***

* **FCR Improvement Plan for Call Center Agents**
* **Fortnightly Insights of CSI & FCR**

**CUSTOMER SERVICES OFFICER** ***Wateen Telecom*** (Feb 2008 - Aug 2009)

Responsible for direct dealing with walk in customers and address their concerns and queries according the escalation matrix.

***Duties:***

* Proficient in problem solving skills to handle difficult or irate customers while direct dealing.

**KEY SKILLS AND COMPETENCIES**

* ***Customer Insights***
* ***Reporting and Analysis***
* ***People Management***
* ***Adaptability***
* ***Microsoft office***
* ***Excellent communication and presentation skills***

**ACADEMIC QUALIFICATIONS**

MBA Marketing

***Institute of Management Sciences (IMS) 2005- 2008***

B.Com Commerce

***Superior Group of Colleges 2002- 2004***

ICS Computer Sciences

Govt. ***Shalimar College for Boys 2001- 2002***

**INITIATIVES**

* Dashboards of S&SC Channels for Management Visibility
* Monthly Performance Dashboards of Channel Experience & Process team
* Call Center Agent Wise Fortnightly Non-Compliance Reports