**WASI**



**SKILLS:**

* Organizational skills
* Problem analysis & solving
* Attention to detail
* Customer behavior management
* Team work
* Stress tolerance
* Communication skills

**AREA OF EXPERTISE:**

* Priority Customer Handling
* Front End Customer Services
* Manage of In-bound queries
* Handling of Kiosks customer
* Investigation of complains
* Tele-marketing & up-selling
* CRM’s (Seibel, Jupiter, E-Front & E-point )
* Customer portfolio management
* Shift Highlights and MIS Reporting
* Follow up sales lead

**ACHIEVEMENTS:**

* Employee of the Month
* Surprise Award
* Best Team Supervisor
* Team of the Month
* Advised Quality Assurance for SOP’s Modification

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**Customer Service Professional**

**CAREER SUMMARY:**

Customer Services Industry – **12+ Years**

(Call Center, Customer Services**,** Front-end plus **Sales 6 years**)

**Mobilink GSM Pakistan (Aug 2003 – June 2016)**

Mobilink is Pakistan’s, subsidiary of “VimpelCom.Ltd”, a leading provider of voice and data services with 38 million subscribers, Covering 20000 cities, towns and villages with 9000 cell sites, direct employing over 2300+ persons. Mobilink maintains market leadership in Mobile telephony, WiMAX, VoIP, DSL, PCO and Mobile Banking with Revenue of Rs. 104 billion (2016)

* **Mobile Phone Banking – Mobicash Commercial Sales**

**Assistant Team Lead**

* Shift Highlights and MIS Reporting
* Resolve Escalated Cases
* Training, Mentor team KPI’s and Service Level Management
* Suggest Improvements and maintain Sales records regularly.
* Resource Adequacy Maintains communication equipment by reporting problems.
* **Investigation & Resolution Unit (IRU)- Backend Operations**

**General Complaint Team**

* Resolve customer’s request, complaints and queries
* Follow up where necessary
* Compile & maintain case logs as per the SOP’s.

**Call Cord Team**

* Provides OMT switch related status and performing execution
* Customer Information Management
* Compile call logs and assigning classification to customer
* Customer Tele-verification and activation
* Special support to international roaming customers

**GPRS Team**

* Up-selling of data packages, provides support for Data Services to Customer
* Trouble shooting, activation /deactivation, addition of MSISDN in U-power or MMS activation.
* **Call Center / Contact Center Team /Out-door Sales**

* Answering inbound calls, Up-selling, and information desk
* Sending Sales lead through CRM to relevant department
* Perform OTA setting for GPRS activation and process services activation
* Making customer complaints and send to relevant department as per SOP

**EDUCATION / TRAINING**

|  |  |  |
| --- | --- | --- |
| Bachelor of Commerce - University of Karachi – 2004  **TRAININGS** | | |
| 1. Leadership by Inspiration | 1. **MS Office 2008** | 1. Culture of Excellence |
| 1. Calling in Life | 1. Building Blocks for Leader | 1. Leadership Excellence |
| 1. Conflict Management | 1. Emotional Intelligence | 1. Stress Management |