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| **Maryam** | |  |
| AM / QA / Administrator / Trainer / Team leader | | E-mail/Skype: [maryam.381005@2freemail.com](mailto:maryam.381005@2freemail.com) |
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| **Overview** | | |
| A young dynamic individual with more than 5 years of experience in the fields of customer support (inbound and outbound), tele-sales, leading customer support, quality assurance and training & development teams. | | |
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| **Experience** | | |
| * March 2017 – May 2018, **Customer Relations & Administration Manager** at **ADAM Consulting**, Dubai, UAE | | |
| * July 2015 – January 2017, **Assistant Manager, Customer Support** at **Itihad Community Management**, Dubai, UAE | | |
| * May 2013 - May 2015, **Quality Assurance Executive** at **Digital Globe Services**, Lahore, Pakistan | | |
| * March 2012 - May 2013, **Customer Care Executive** at **Warid Telecom Pvt Ltd**, Lahore, Pakistan | | |
| * December 2009 - December 2011, **Document Management Controller** at **Du Telecom**, Dubai, UAE | | |
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| **Education** | | |
| * Bachelors of Education (B.Ed.) (Ordinary Elementary), Ali Institute of Education (2009) | | |
| * Bachelors of Art (B.A) - Journalism, The University of Punjab (2008) | | |
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| **Technical Skills** | | |
| * Microsoft Windows | | |
| * MS Office, Open Office | | |
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| **Job Responsibilities & Accomplishments** | | |
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| **Customer Relations Officer,** at **Adam Consulting** | | |
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| **Accomplishments**   * Always achieving required targets within the given deadline. * Successfully ensuring long term business relations with active clients. * Successfully resuming business with inactive clients. * Resolving customer complaints in real time by identifying problems and taking appropriate corrective action – Result: increase in department’s efficiency. * Receiving appreciation emails from clients and higher management for delivering 100% client satisfaction. * Received the title of Team member of the month along-with performance incentives multiple times. | | **Responsibilities**   * Implementing customer service policies in organization to ensure 100% quality of services provided. * Proactively calling and emailing active clients to keep them updated with ongoing procedures. * Sending emails and making calls to inactive clients for making them active again. * Updating all communication done in the system for company record. * Bridging communication gap between clients, consultants and operations team. * Ensuring availability of office supplies on a day-to-day basis. * Keeping office maintenance in check. * Managing daily office operations in an efficient manner. |
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| **Assistant Manager, Customer Support** at **Itihad Community Management** | | |
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| **Accomplishments**   * Always achieving required targets within the given deadline. * Resolving customer complaints in real time by identifying problems and taking appropriate corrective action – Result: increase in department’s efficiency. * Reduced customer complaints ratio by 40% within the first year of taking charge, through implementation of a dedicated complaint handling cell to cater to escalated grievances. * Successfully have been handling CS department for the company representing owner’s association of 2 commercial towers, 3 residential towers and 1 housing scheme simultaneously, with the least number of complaint from any account holder. | | **Responsibilities**   * Helping to develop and implement a customer service policy for an entire organization. * Finding ways to measure customer satisfaction and improve services; * Handling face-to-face enquiries from customers. * Investigating and solving customers' problems, which may be complex or long-standing problems that have been passed on by customer service assistants * Handling customer complaints or any major incidents, such as a security issue or a customer being taken ill * Issuing refunds or compensation to customers * Keeping accurate records of discussions or correspondence with customers * Producing written information for customers, often involving use of computer packages/software * Training staff to deliver a high standard of customer service |
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| **Quality Assurance Executive** at **Digital Globe Services** | | |
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| **Accomplishments**   * Always achieved required targets in sales campaign within the given deadline. * Received numerous kudos by clients. * As a QAE, bringing assigned team’s quality scores par excellence. * Perform quality checks, develop and review performance reports, identify areas to improve, and implement measures to improve performance levels and meet objectives. * Conduct performance evaluation of employees to identify and categorize staff members as target achievers and non-achievers. Guide non-achievers on ways to improve work performance. * Monitor the daily functions of the call center and ensure smooth operation of all activities. Take initiative to resolve issues, if any. * Establish defined quality standards for all work aspects of the organization. Make decisions to investigate and resolve data quality issues. | | **Responsibilities**   * As a sales executive, making tele-sales as per clients’ requirements. * As a quality assurance executive, listening to calls (sales/non-sales calls) and grading the calls as per quality protocols required by the clients. * Making shift highlights and send it to concerned all highlighting the dos and don’ts of calls evaluated. * Maintaining weekly scores for agents evaluated. * Maintaining consolidated reports. * Taking care of escalations escalated by clients. |
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| **Customer Care Executive** at **Warid Telecom Pvt Ltd** | | |
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| **Accomplishments**   * Develop strategies to maintain daily parameters. * Coordinate the interviewing, hiring and training of over 500 customer service representatives. * Always planned different strategies for CSRs for betterment in call handling as team P.O.C. * Create an encouraging environment at work to inspire employees for open communications, develop entrepreneurship skills and inculcate a sense of team spirit and accountability among them | | **Responsibilities**   * Inbound customer service on prepaid and postpaid helpline. * Receiving inbound calls for prepaid helpline and postpaid helpline and address customers’ concerns and responding back in timely manner with proper solution. |
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| **Document Management Controller** at **Du Telecom** | | |
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| **Accomplishments**   * Design efficient recruitment procedures and policies to ensure recruitment of qualified and efficient employees for the organization. * Verify compliance of call center activities with the prescribed rules and regulation. Take corrective measures in case of discrepancies. * Identify areas and opportunities to upgrade quality standards within management processes and systems | | **Responsibilities**   * Verifying application forms on purchase of new sim cards from DU retailers. * Maintaining all of customers’ information on database. * Taking inbound calls on Pay As You Go helpline and resolve customers’ concerns. |
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| **Languages** | | |
| * English | | |
| * Urdu/Hindi | | |
| * Punjabi | | |
| * Arabic (Basic) | | |
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| **References** | | |
| Shall be provided if required | | |
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| **Personal Data** | | |
| **Nationality** | Pakistan | |
| **Gender** | Female | |
| **Marital Status** | Single | |
| **Date of Birth** | March 24, 1985 | |
| **Visa Status**  **UAE Drivers’ License** | Resident Visa  Valid | |
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