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| **Maryam**  |  |
| AM / QA / Administrator / Trainer / Team leader | E-mail/Skype: 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
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| * July 2015 – January 2017, **Assistant Manager, Customer Support** at **Itihad Community Management**, Dubai, UAE
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| * May 2013 - May 2015, **Quality Assurance Executive** at **Digital Globe Services**, Lahore, Pakistan
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| * March 2012 - May 2013, **Customer Care Executive** at **Warid Telecom Pvt Ltd**, Lahore, Pakistan
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| * 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)
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| * Bachelors of Art (B.A) - Journalism, The University of Punjab (2008)
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| **Technical Skills** |
| * Microsoft Windows
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| * 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
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| * Urdu/Hindi
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| * Punjabi
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| * 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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