

# HAMZA AMIR

## Team Lead - Sybrid Pakistan

+923473561476

Hamzuamir@gmail.com

Karachi Pakistan



## EXPERIENCE

### Operation Team Lead

#### Sybrid Private Limited - A Lakson Group of Company

07/2017 - Ongoing Karachi Pakistan

- Lead and managed team of more than 25 persons
- Lead 25 + member team, assigning tasks and also handled escalation.
- Provide Coaching and Training to my team member.
- Mentored junior team members and lead a team of 25 to deliver features in time.
- Development of 3 application that support operations.
- Analyzing customer data to identify usage gaps and to propose best practices.
- Handling customers complains and ensure to fixed in a timely manner.
- Maintaining fruitful relationships with existing customer.
- Contacting clients to inform them about new developments in the company's products.

### Customer Service Representative

#### Sybrid Private Limited - A Lakson Group of Company

05/2016 - 06/2017

- Worked as Customer Services Executive in McDonald, Unilever Walls, Burger Lab and PCHF.
- Handle Inbound calls or inquiries from prospective customers or clients.
- Managed a work load of over 100 service request per day
- Coached and developed a team of 8 sales reps & 4 customer service reps
- Coached 28 new hires on best customer service practices
- Tactfully handle confrontational or stressful interactions with the public.
- Assist customers effectively by solving customer disputes.
- Provide customer additional information or explains services.

## LANGUAGES

### English

Business fluent



## ACHIEVEMENTS



Best Performer throughout the year

## EDUCATION

BA - Bachelors in Arts

University of Karachi

## STRENGTHS



Team Operations



Leadership Quality



Time management

