**Nasir Rasheed**

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To use my professional expertise, creative and innovative skills to achieve organizational as well as personal goals. A position in the senior management where excellent analytical and inspirational skills can help to improve the company's profitability Highly skilled, result-driven management executive with vast customer services experience including Call Center management in high-volume operations; Qualified in service-based positions requiring an emphasis on Customer Experience in a fast-paced environment; Strong Team Player & Leader; possesses good communication and analytical skills; Proven and verifiable record for utilizing strong technical and interpersonal skills to enhance organizational efficiency and profitability

**Manager Business Development & Alliances WOW Health Pakistan| June 2020 - present**

* Coordinates and implements assigned business projects based on client requirements
* Prepares proposals, reports, and presentations for stakeholders.
* Manages Support Center for the company.
* Actively listened to customers' requests, confirming full understanding before addressing concerns.
* Devoted special emphasis to punctuality and worked to maintain outstanding attendance record, consistently arriving to work ready to start immediately.
* Quickly learned new skills and applied them to daily tasks, improving efficiency and productivity.
* Developed and maintained courteous and effective working relationships.
* Exceeded goals through effective task prioritization and great work ethic.

**Relationship Manager Faysal Bank | Jan 2020 - May 2020**

* Managed relationships with third-party vendors and contracts
* Created and customized operational processes for clients
* Developed thorough project plans
* Managed relationships with third-party vendors and contracts
* Created and customized operational processes for clients
* Developed thorough project plans
* Assisted customers with needs such as opening accounts, depositing or transferring funds, updating account details and signing up for new services.
* Monitored issues carefully and reached out to customers to provide immediate resolution and maintain satisfaction.

**Manager Sales |Oladoc |April 2018 - 17th November 2019**

* Managed order cycle to enhance business development and maintain sustainability and customer satisfaction.
* Supervised sales team of people, stepping in to support employees and deliver smooth sales processes for clients.
* Developed innovative marketing campaigns to increase engagement with target demographic and drive brand exposure.
* Targeted new markets and increased sales through proactive sales and negotiation techniques.
* Created effective strategies to target new markets after researching and analyzing competitor behavior.
* Identified opportunities for growth within territory and collaborated with sales teams to reach sales goal.
* Identified, hired and trained highly-qualified staff by teaching best practices, procedures and sales strategies.
* Held weekly meetings with Sales Team to identify techniques to overcome sales obstacles.
* Accomplished sales goals and boosted revenue by targets through product knowledge and customer relationship management.
* Maintained relationships with customers and found new ones by identifying needs and offering appropriate services.
* Handled all customer relations issues pleasantly, enabling quick resolution and client satisfaction.
* Delivered engaging sales presentations to new clients, explaining technical information in simplified language to promote features and increase client base.
* Coached employees in successful selling methods and encouraged cross-selling to drive revenue.

**Manager Warehouse, Dispatch and Cutting |Mausummery Textile| Jan 2014 - March 2018**

* Managed relationships with third-party vendors and contracts
* Created and customized operational processes for clients
* Developed thorough project plans
* Met environmentally controlled warehouse operational needs through efficient staffing and resourcing of materials and equipment.
* Evaluated supplies and product inventory to check for quality and quantity issues and returned unacceptable materials to vendors.
* Maintained established levels of goods based on sales forecasts and demand to fulfill orders on time.
* Offered expertise in inventory management and current stock levels to internal teams and customers to facilitate accuracy and product availability.
* Maintained strong vendor connections, including arranging pricing and delivery structures and managing specific shipment or paperwork concerns.
* Redesigned warehouse layout to accommodate new equipment, maximize space utilization and improve process efficiency.
* Enhanced slot control of freight in warehouse by optimizing organization efforts.
* Safeguarded warehouse operations and mitigated liability by establishing and implementing employee training on safety and security protocols.
* Tracked production and quality control systems to proactively identify deficiencies.
* Improved delivery plans with strong scheduling knowledge, organizational skills and route development expertise.
* Boosted warehouse operations efficiency by overseeing dispatching and setting optimal employee schedules.
* Created and enforced detailed organization processes to increase quality service standards.

**Personal Banking Consultant |KASB Bank| April 2011 - November 2013**

* Provide customers with impartial informed
* guidance on our full range of products and services available to them.
* Actively listened to customers' requests, confirming full understanding before addressing concerns.
* Created plans and communicated deadlines to ensure projects were completed on time.
* Actively listened to customers, handled concerns quickly and escalated major issues to supervisor.
* Completed all paperwork, recognizing any discrepancies and addressing them in a timely fashion.
* Used coordination and planning skills to achieve results according to schedule.

### Manager Call Center

**Mobilink GSM –|Pakistan Mobile Communication| April 2000 - August 2010**

* Looking after the Call Center Planning & Analysis taking strategic/tactical decisions to achieve
* improved Contact Center performance, customer empowerment, and increased automation.
* Ensured consistent customer experience across three Contact Centers through operational support through customer experience management and customer journey mapping, achieved:  
  30% (50K daily) de-growth of Call Center inbound calls
* 60% de-growth in internet related calls. Implemented dedicated queue to handle complex cases  
  20 million (LCCY) cost saved on account of human resource reduction.
* Designed end-to-end call flow for an upcoming dedicated helpline for HV (platinum) customers
* Call Center Outsourcing: 80% of the Inbound and 100% outbound operations outsourced to 3rd party
* Service through Digital Channels: Achieved best in industry response rate, 100% in < 5 min (Source: Social Bakers)
* Successfully managed out-bound operations with 300 agents to achieve strategic goals and targets
* Customer Care face of Mobilink for
* Performance Transformation’, a VimpelCom driven initiative in all its OpCos Worldwide.  
   Integration with Warid. Directly working with consultants (Mckinsey, Delta’s partners, etc.)
* Developed a motivated team of 5 Managers and 1000+ agents in a high volume, multiple-queue based Call Center with 400 inbound and 120 outbound seats
* Launched end-to-end in-house setup for prepaid New Sales Activation (789)
* Serve with Smile Project. Call Center industry leaders in delivering best quality service.
* Mobilink Call Centers were ranked # 1 in the industry (3rd party surveys)
* Staff development. Numerous team members got elevated roles
* Priority to high value customers
* Recognized as ‘Best Call Center’ by Telecom Authorities (PTA) in a one-off surprised visit in 2009

**Skills & Competencies**

* Customer Experience Management (End-to-End customer journey mapping)
* Business Process Development. Efficiency through process optimization/simplification
* Customer empowerment through automation and self-care channels
* Reporting & deep dive analysis for strategic decision making
* Team Leadership. Focused on employee development
* Goal Oriented
* Conflict Management
* Excellent Interviewing Skills