**Muhammad Faizan Siddiqui**

Flat#A-55 Sunny pride, Gulistan-e-Johar Block 20 Karachi  
 Cell #: 0343-2564636  
 Email: mohammadfaizan286@gmail.com

**OBJECTIVE**

Experienced Lead Manager with a demonstrated history of working in the outsourcing/offshoring industry. Skilled in logistics, Customer services, Teamwork, People Management, and Customer Experience. Computer Literacy, Marketing Strategy, Customer Relationship Management (CRM), KPI Reports, and Food Safety. Strong support professional who graduated from Karachi University.

**EMPLOYMENT DETAILS:**

|  |  |
| --- | --- |
| **Snoonu**  **Job Title:** Lead Supervisor in Rider Operations Department (QTR & PK) | **November 2021 - Present** |

• Work on creating and enhancing rider support SOPs for rider contact focus, guaranteeing that they are reasonable and compelling in settling ride issues.  
• Intently administer BPO tasks, assessing cycles and making enhancements any place required.  
• Work on quality control at the rider contract focus, guaranteeing that SOPs are being followed precisely and riders get the best experience when connecting for help.  
• Guaranteeing that riders are reacted to on time without thinking twice about the nature of the reaction.  
• Work intimately with all partners, inside coordination groups, just as in different divisions, to determine rider issues, and be voice of the rider.  
• Obviously screen predominant issue types and work on arrangements that outcome in riders not connecting in any case, successfully diminishing episode rates.  
• Audit specialist execution to work on the RSAT of riders connecting for help.  
• Work with key partners to streamline rider support cost at every possible opportunity.  
• Recognize spaces of rider discontent and work on fixing them prompting an improvement in rider maintenance and re-commitment on the stage.  
• Deal with all correspondence with riders on the stage.  
• Setting efforts to diminish rider agitate on the stage and furthermore work on re-commitment.

|  |  |
| --- | --- |
| **ibex- TRG**  **Job Roles:**   * Sr. Supervisor Operation’s (Swvl) * Supervisor & Team Manager Operations (Foodpanda APAC & PKRS) * Team Lead (Careem NOW) * Customer Support Executive (Careem & Warid) | **July’ 2016 – Nov’21** |
|  |  |
|  |  |

**Swvl Sep 2021 – Nov 2021** Manage day-to-day operations.

• Develop flows and processes for multiple communication channels between captain, account manager, rider and operation teams effectively

• Improve satisfaction and NPS survey scores

• Continuously work on improving customer experience and processes to handle rapidly increasing scale with a lean team

• Be a subject matter expert in the outsourcing domain, constantly review the technologies and tools used to enhance experience

• Manage the operations team along with 215+ agents that have the potential to grow to 50+

• Report on monthly, quarterly and deliver competitive business insights, trends and analysis to drive ongoing performance improvements  
  
**Team Manager - Operations:**

**Food-panda (Customer Service Global & Rider Services) June 2020 – Sep Nov 2021**Client co-ordination over slack and zoom calls to discuss all the challenges & business-related meetings  
Providing real time floor support and resolving agent’s query regarding the product & floor related concerns

Maintain Centre CSAT & RSAT Target, Providing daily feedbacks to agents.

Meeting with in-house fleet managers on daily basis for SRC

Preparing WBR & MBR presentation on Power point

**Team Lead - Operations:**

**Careem NOW Campaign November 2019 – May 2020**

**JDs:**

* Client co-ordination over slack and zoom calls to discuss all the challenges & business-related meetings
* Providing real time floor support and resolving agent’s query regarding the product & floor related concerns
* Reviewing agent related performance via their stats and providing them with real time feedback on improvement areas  
    
   **CUSTOMER SUPPORT EXECUTIVE:**

**Careem & Warid Campaign June 2016 - June 2018  
JDs:**

* Providing support to Careem customers through non-voice channel (Emails and chat support)
* Providing support to Careem customers on calls in resolving their matters in real time.
* Providing support to Careem captains on calls and emails in solving their disputes related to product
* Providing support to warid customers through inbound Calls.
* Resolve customers' issues or billing complaints by performing activities such as exchanging merchandise, refunding money, and adjusting bills.
* Increase satisfaction level of the customers by providing our customer best support, quick issue resolution and also guidance to new customers when required. Following are my Working Details

**ACADEMIC BACKGROUD:**

|  |  |  |
| --- | --- | --- |
| **Level/Degree** | **Institute** | **Graduation** |
| Bachelors in Commerce (B.com) | University of Karachi | **Done - Passed** |
| Intermediate from BIEK FSC. (Commerce) | Govt. City College, Karachi | **Done - Passed** |
| Matriculation from BSEK SSC (Science) | Ghazi Foundation School | **Done - Passed** |

**PERSONAL SKILLS:**

* Comprehensive problem-solving abilities, good communication skills, team Player, ability to work under pressure, energetic, skillful, hardworking & self-motivated person.

**Reference**

* Will be provided on request