Muhammad Anas Shaikh

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| Career Objective: |

To pursue a professional career in reputed dynamic and progressive organization, which provide opportunities for career growth and also in order to groom the overall personality and to serve the firm with my skills and capabilities.

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| Qualification: |

* Currently studying in Institute of Cost and Management Accountants of Pakistan (Managerial Level).
* Bachelors of Commerce from Federal Urdu University Karachi.
* Intermediate from Board of Intermediate and Secondary Education Hyderabad.
* Matriculation from Board of Secondary Education Karachi.

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| Experience: |

* Currently working as **Team Manager – Operations** for **foodpanda APAC** at **Ibex Global (TRG).**
* 3 -year experience as **Team Leader** **Quality Assurance and Monitoring Unit (Contact Center) for United Bank Limited (UBL).**
* 1-year experience as a**Team Leader** at **CarePack Moving Inc.**
* 1-year experience as a **Customer Service Representative** at **CarePack Moving Inc.**

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| Job Description: |

1. **Customer Service Representative at CarePack Moving Inc.**

* Dealing with customers regarding their query and projects.
* Dealing with customer if any of their item has been damaged during the logistical process.
* Providing complete details of each and every package offered by the firm to the customers through call.
* Managing records of total imports and exports projects on call.
* Maintaining records of each and every customer and projects answered or dealt on call.

1. **Team Leader at CarePack Moving Inc.**

* Managing team of Customer Service Representatives
* Dealing with Customer Service Representatives performance and issues.
* Providing complete details of each and every package offered by the firm to Customer Service Representatives so they can be able to guide customers properly.
* Managing floor and obtaining maximum output through each and every Customer Service Representative.
* Preparing monthly shift schedules for entire team.
* Maintaining records of each and every customer and projects answered or dealt on call by my team.
* Maintaining TSF & Service Level.

1. **Team Leader Quality Assurance and Monitoring Unit for United Bank Limited (UBL).**

**Managing Call Evaluation Team:**

* Avoiding risk and fraud factors from on call transactions.
* Evaluating Fatal and Non- Fatal errors of Phone Bankers.
* Marking and maintaining monthly performances of each and every Phone Banker working around Pakistan for UBL.
* Overlooking online payments and net banking activation of customers.
* Over checking Debit Cards, Credit Cards, Cheque Books and T-PIN activations.
* Identifying the customers and maintaining verification policies.

**Managing Service Request Processing Team:**

* Processing customer’s requests for personal details update.
* Verifying customer’s details for contact number, address, e-mail address update on account and credit card details.
* Activation of net banking services for customers.
* Setting of transaction limit for customers so they can transact through UBL digital application.
* Activating voice biometric verification facility for UBL staff members.
* Identifying suspicious CLI’s of call land ing on inbound unit of UBL contact center and marking them suspicious and blocking every transaction or activity made through those CLIs.
* Maintain MISs for monthly suspicious activities and CLIs.
* Facilitating customer with Secure Code so they can login to their Net Banking safely.
* Supervision of customer’s request regarding Net Banking Unblocking, Account Linking and Package Subscription for Net Banking purposes.

**Team Handling & Performance Management:**

* Managing team and their queries regarding work.
* Maintaining complete record of each and every employee including leaves record and performance update.
* Preparing monthly shift schedules for entire team.
* Coming up with new ideas and thoughts to increase output of the entire team.

1. **Team Manager – Operations at Ibex Global.**

* Managing foodpanda customer service campaign **(Email & Chat Support).**
* Managing team of 22 individuals working as Shift Leads **(supervisors)** to the CSR’s.
* Training staff regarding SOP updates from client’s end.
* Managing floor as well as the Service Level of the entire contact center.
* Maintaining and presenting Weekly and Monthly Business Review report to the client.
* Supporting and encouraging CSR’s to achieve maximum of the KPI’s (QA, AHT & CSAT).
* Dealing with Compliance, HR, Admin and other supporting departments.
* Conducting interviews for the hiring at agent level.

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| Skills & Expertise: |

* Team management skills.
* Communication skills both lingual and written.
* Email drafting.
* Preparing reports and presentations.
* Presentation skills.
* Professional ethics and gesture.

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| Achievements: |

* 7th Position in Board of Intermediate and Secondary Education Hyderabad. (CommerceGroup)
* Former Captain of Hiast College Hyderabad Cricket Team.
* Former Playerand Vice-Captain of Board of Intermediate and Secondary Education Hyderabad Cricket Team.
* M.H Panhwar Award for Excellence in Education in Hyderabad City.
* Active Member of Students Council Hyderabad Pakistan.

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| Personal Information: |

Father’s Name : Muhammad Sohail

Date of Birth : 05-03-1998

Religion : Islam

Marital Status : Single

CNIC Number : 41304-1993040-9

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| Reference: |

Will be furnished upon request.