Adil Hussain Awan

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# Objective

To Work in an organization where I can utilize my personal and academic skills and qualifications, to be fruitful for the organization I’m associated with and groom myself up to the standards for the customer service industry.

# Experience

Touchstone Communication

CSR-SSE ¦ 2002-2008

* Worked on JNM Marketing Campaigns accompanied with Reverse Mortgage.
* Achieved DNC certification.

Leads Com

SSE-ATL ¦ 2008-2011

* Worked on US Auto Insurance .
* Worked as acting team lead.
* Trained 35 local Agents for the respective Campaign.

Monal Islamabad

ASST. MANAGER internal audit ¦ 2011-2012

* Worked on audit for HR and Cash flow.
* Did Monthly audits for the projects: Monal, F1 Trax, Monal Catering, Z Grill
* Designed policies accompanied by HR manager.

Nostalgia BPO

TL ¦ 2013-2015

* Worked on US solar and US auto.
* Trained people over 65 in numbers.

Nexenture BPO

TL ¦ 2015-2016

* Worked on US auto insurance.
* Training and sales

Islam Box

Manager Customer service ¦ 2016-2017

* Handled all inbound calls.
* Recovered bills.
* Resolved client issues regarding services.
* Handled clients for TV channels.
* Handled online Quran teachers and students.

Trade Edge BPO

Manager Operations ¦ 2017-april 2020

* Handled Hiring and Training
* Handled official and employees issues
* Client search and purchase

# Education

I have completed ACCA from UCI.

# Awards and Acknowledgements

* I have trained over 700 agents both local and on the international level.
* Recognized in Philippines Call Center industry with the center owners : Mark Steve, Cheryl Jones, Linda Dave, Alex Jones.
* Recognized with US clients.
* Trained people for : US solar, US auto, US mortgage, US Health, Injuiry Claim UK, British Gas, Australian Holidays.
* Also worked with Barrister Kashif for UK and European Immigration.
* Received acknowledgements from International clients for Language and Sales Trainings
* Have worked with small call centers I.E. Nirvana BPO, Typeex, Zee Hub, Bells Inn, Easy Com on contract for 3-4 months for training and Sales.

Reference: Will be provided upon Request.