



HUNAIN ZULFIQAR ALI

SENIOR EXECUTIVE QA &
BILLING - DESIGN UNIT

SOFTWARE SKILLS

- ✓ Order Desk
- ✓ Merchant Payments
- ✓ Ms-Excel
- ✓ Ring Central
- ✓ Power Point
- ✓ Zendesk
- ✓ Genesis
- ✓ Sales Force

PROFILE

Dedicated Quality Assurance Specialist at managing and evaluating on going digital projects like logo and website designing and development. Develops and implements customized strategies to avoid disputes and refunds and meet specific requirements of the projects. Offering +2 yrs of corporate experience.

EXPERIENCE

- **Mar 2021 - May 2021** **Legendsk Ltd**
Senior Executive QA & Billing
Successfully completed +700 projects on manual checking so far.
Proactively saved +30 refunds and disputes cases by early forecasting
Currently Evaluating 5 big accounts having payments over \$25k.
Maintaining Customers and Project Records.
Forecasting issues that cause refunds & disputes
Ensuring Timely Delivery of Services to Clients
Monitoring and assessing Customer Communication.
Retaining Customers over emails or phone calls.
Investigating and Assessing Call logs.
- **Oct 2021 - Mar 2021** **Abtach Ltd**
Quality Assurance Executive
- **Jan 2019 - May 2020** **Ibex Global**
Customer Support Executive
- **July 2014 - Dec 2014** **Polani Global Technologies**
International Sales Executive
- **March 2014 - June 2014** **Ensign Communique**
International Sales Executive

EDUCATION

- **Jan 2015 - Dec 2019** **Bachelor's In Computer Science**
Sindh Madressatul Islam University, Karachi

CONTACT

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