



Salik Shamim

Manager – Business Analytics

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Other, Karachi, Pakistan

Summary

Utilizing my passion for learning and continuous improvement, I have achieved various advancements into roles of progressive responsibilities. Currently working as a Manager that has started as a single team member in a new role with channel, now leading multiple teams covering up end-to-end channel and partner support operations.

Core Skills

Operations Management
Staff Onboarding and Training
Auditing and Quality Assurance
Performance Management
Customer Experience and Retention
Continuous Improvement
Business Process Documentation

Skills

Staff Onboarding and Training | Software Quality Review | Performance Management | Operations Skills | Operations Management | Management | Customer Experience and Retention | Continuous Improvement | Communication Skills | BUSINESS PROCESS DOCUMENTATION | Business Development Process | Business Decision Making | Business Analytics | Business Acquisition | Analysts Skills | Analysis of Business Problems

Experience

Feb 2017 - Present

Manager – Business Analytics IBEX Global, Karachi, Pakistan

Providing managed services to Equinix (Digital infrastructure company) for their channel sales operations and partner central support through a team of sales and operations analysts. I oversee below areas within Global Sales Operations using Salesforce.com (SFDC):

Channel partner registration, vetting and onboarding.

User setups, partner central portal administration and troubleshooting.

Channel deal registrations, lead conversion, opportunity, and quotes creation. (SFDC and Oracle CPQ)

Accounts structure, hierarchy, contracts, and agreements management.

General salesforce administration.

Content management and translation.

Documentation of business processes, guides, business requirement documentation and business cases.

User Stories, UAT, BAT, Regression and Sanity testing for new releases, functions, and tools. (Jira)

Reporting, Dashboards, Analysis and Quarterly Business Review presentation to client and higher management.

Hiring, onboarding, training, and staffing.

Other ad-hoc tasks as required.

Achievements in ibex:

Secured two major promotions within 3 years.

Started as a single team member in a new role and expanded it into 5 teams with more than 20 members covering end-to-end process.

Constantly achieving an Exceptional performance scoring in quarterly evaluations.

Apr 2012 - Jan 2017

Project Manager

Cisco Systems, Inc., Karachi, Pakistan

Coordination with Stake Holders for defining requirements and scope of projects.

Translate business needs into a process flow for both technical and non-technical teams.

Prepare SOPs, work flow and process steps for the Team as per business decisions.

Leading and managing the operations of assigned projects.

Maintain and communicate projects status to stakeholders in reports and status review meetings.

Establishing and communicating service metrics, monitoring and analyzing results and implementing changes.

Manage day-to-day relationship with clients and stakeholders on expectations in line with the agreed statement of work.

Support and Supervise a team of business analysts, engineers and sales specialists to ensure the quality of services.

Major Projects:

WCCS (World Class Customer Service) automation support using PEGA by implementing Agile methodology.

Lead Generation and business development by cold calling, promoting service catalogue and scheduling meeting with client relationship team.

Intel Rebate and UCS Refresh program to identify eligible Partners and offer them rebate and trade-in discounts on upgrading specific products and services.

New Acquisitions Support to Partners in on-boarding, change management and training.

Compliance check, order exceptions, license renewal, health check, product holds and delivery expedites on various products offered by Cisco.

Achievements in Cisco Systems:

Promoted as a Project Manager on the basis of performance and operations management.

Assigned as a backup Theatre Lead for EMEAR Theatre for reviewing/approving Sales Exception Requests on Theatre Level.

Achieved the Mentor-ship Award.

Achieved Employee of the Year Award for FY13.

Consistently achieving the Employee of the Quarter Award.

Consistently achieving the Employee of the Month Award.

Initially joined as a Sales and Support Specialist with following responsibilities:

Providing pre/post sales services and support to clients.

Tracking and managing sales activities on Salesforce.com CRM.

Handling and troubleshooting of escalations, order deliveries expedite and complain management.

Business development by identifying opportunities and potential business from new/existing clients.

Data processing, analysis, spotting trends and documentation of various Reports as required by management.

Oct 2011 - Apr 2012

Content / Technical Writer

Aroha Labs (Pvt.) Ltd. (Software House), Karachi, Pakistan

Writing professional academic papers, blogs, research articles, case studies and other web content.

Research, planning and writing of technical and creative content.

Proof reading and editing of content submitted by team members.

Developing interactive multimedia tutorial for various software and applications including text documentation with snap shots, video and voice over recordings, software review and general editing.

Designing and editing of user interface and front end of websites.

Major Projects:

1. A project of developing video and text based tutorials on various topics including Windows 7 and 8, Linux, HTML, Flash, Photoshop, Microsoft Office, Word press, Internet, General troubleshooting etc.

<https://www.howtech.tv> and <https://www.teachvideo.com>

2. A project of marketing for various Furniture Designers and Brands including Ralph Lauren, La-Z-Boy and Standard Furniture.

Nov 2010 - Oct 2011

Customer Service Representative

Shaheen Air International, Karachi, Pakistan

Joined in the very first batch of Shaheen Air Contact Center and assisted in setting up basic contact center system, documentation of SOPs and streamlining throughout centers operation.

Online reservation and ticketing for domestic and international sectors.

Customer service and support through inbound/outbound calls and emails.

Consultation regarding flight inquiry, reservation and ticketing and change of bookings.

Visa consultation and information of other traveling documents for international and domestic traveling.

Complain management, escalations, root cause analysis and regular follow ups to improve services.

Apr 2008 - Oct 2010

Customer Service Representative

Pakistan International Airline Contact Center, Karachi, Pakistan

Voice, email and chat communication with airline customers.

Online reservations and ticketing of domestic and international airline customers.

Handling general queries regarding airline operation, travel documents and visa eligibility.

Ensuring maintenance of performance and quality standards.

Handling of PIA Frequent Flyer (Awards Plus Program) members.

Complain handling by registering the issue, investigating, compensating and follow ups to ensure customer satisfaction.

Coordination with CRC (Central Reservation Control), booking offices and airport counters for ticket confirmation, alternates and re-routing, connecting flights, web ticketing, excess baggage handling, ticket home delivery, value added services etc.

Properly accommodate passengers with disabilities, unaccompanied minors and other special needs to ensure their safety and protocol.

Consultation regarding holiday packages, tours and discounts, partner hotel reservations and other global special deals.

Managing general queries regarding PIA Speedex tracking, Air Cargo tracking and missing or delayed baggage status.

Mentoring and job shadowing of new hires.

Achievements and Learning in PIA Contact Centre:

Certificate of "Best Customer Service Representative" in August 2009.

Certificate of Basic Passenger Sales and SABRE Reservation Training conducted by PIA Contact Centre.

Appreciated and recognized by management on various occasions for best attendance, email coordination, pressure handling, team leading and motivation etc.

Education

2009



University of Karachi

Bachelors in Commerce

E-Commerce

Languages

Urdu
Expert

English
Expert