

Summary

A highly energetic, target oriented and self-motivating Management professional having Masters degree in Business Administration & Computer Science domains with ITIL Certification and 12+ years commended experience of IT operation & Support, Call Center Setup and CRM development

Skills

CRM Databases

Experience

Mar 2008 - Present

Operations Manager

CYBERNET Internet Services Pvt. Ltd, Karachi, Pakistan

- Triage IT issues/requests and Provide IT resolution capabilities.
- Manage IT user requests and escalate IT requests to top management if needed.
- Execute IT continuity and recovery action;
- To setup and manage Operations and support, CRM component/call center activity through proper deployment of work and process flow automation, ticketing, case management, user logs etc.
- Provide daily reporting on the completed / incomplete tasks for quality assurance and improvement purpose.
- Design the system to integrate with CYBERNET and SYBRID applications for seamless operation.
- Setup the call center that allows tracking, mapping, and details of users served in the a of a dashboard.
- Manage third party CRM/Call center support and its activities.
- Train junior CRM staff to provide best possible services to the customers in a professional manner.
- Improve customer care and communications by reducing long lead times in resolutions, Inquiry tracking and reporting, Better use of communication channels- Phone/Chatbots/SMS/Email/web and Proactive communication of FAQs.
- Design and implement performance reporting for the staff and the CRM System through implementation of KPIs and management reporting.
- Any other related duty assigned by the Management

Education

2012

Mohammad Ali Jinnah University
Masters in Business Administration
Management Information Systems

2009

Mohammad Ali Jinnah University
Masters in Science
Telecom Networking

Projects

CRM Systems of CYBERNET Call Center

<http://www.sybrid.com>

- Migration of CYBERNET IVR / UAN from Alcatel-Lucent to open-source call center system based on asterisk (VICIdial) and also conduct training sessions of end users (i.e. stockholders).
- Work with IT Team for designing and implementing Centralized Database Management System (CDMS) CRM for customer details and also conduct training sessions of end users (i.e. CRM and stockholders).
- Work with IT Team for designing and implementing Service Desk Ticketing System for creating Service Tickets and Service Inquiries and also conduct training sessions of end users (i.e. CSR and stockholders).
- Universal Access Number (UAN) for CYBERNET Helpline.
- Deployment of SYVOXIP PBX system.
- Design calls monitoring and customize reporting dashboard.
- Know My KPIs

Languages

English
Expert