

ABDUL AHAD

DETAILS

Address: R-710 Sector 14-A,
Shadman#1, North Karachi.

Phone: 0342-2626598

Email: aaahad912@gmail.com,
k122149@nu.edu.pk

LinkedIn:

www.linkedin.com/in/abdulaahad1992

SUMMARY

I am a quick-witted professional with strong command over communication and leadership skills. I am currently seeking the most appropriate position to contribute my skillset and passion for the growth of a renowned organization.

SKILLS

- Project Management
- Cost Planning
- Work Breakdown System
- Time Budget Planning
- Test Planning
- Designing Cases
- Quality Assurance.
- Business Analyst

ABILITIES

- COMMUNICATION (WRITTEN AND VERBAL)
- EXCELLENT MARKETING AND SELLING SKILLS
- CORDINATION
- RESPONSIBLE
- DEPENDABLE
- FLEXIBLE WITH TIMINGS
- CRITICAL THINKER

EXPERIENCE

TEAM LEADER (CUSTOMER SERVICES), CENIT INC

October 2016 – Present

- Leading a team to deliver quality real estate transaction services to clients in US. Our system helps them in their buying, selling, renting, and investing needs. All the financing procedures leading to a mortgage transaction are also meticulously handled through our system.

Accomplishments:

- Joined the team as a customer service representative and then promoted to Assistant Team Leader position.
- Learned new skills and time management as well as employee management and promoted to Team Leader position.
- Currently working at Cenit Inc. as a Team Leader focusing on leading my team under current protocol and also managing an account in which the main motive is to maintain a perfect chat quality according to clients' need and ultimately acquiring contact details of customers visiting clients' websites (Brokerages).
- Assisting them in their buying, selling, renting, investing needs.
- Handling all types of visitors including General buyers, Renters, Sellers, Listing clients, Mortgage & Refinance clients, Homebuilder clients, Land clients and more.

CUSTOMER SUCCESS EXECUTIVE (PUREVPN CUSTOMER SUCCESS TEAM), GADITEK

April 2021 - Sept 2021

- Handling Activation and Retention of various clients of PureVPN which includes B-B and B-C clients from different platforms like chat, email and tickets. Churning customers were always the main target and focus was to refrain customers from churning and also upsell or cross sell.
- Basic purpose of this job was to stop churning because of it being the SAS Based Organization.
- Managed tickets through **Zendesk**, tickets were being made by customer service team and also customers from within the PureVPN app. The activation tickets, retention tickets, technical queries, onboarding customers tickets were being managed on zendesk.
- Customer app logs were being stored in **mix-panel** and were used if a customer was scoring badly on the app and **Trust Pilot** so we, as a CSE, had to dig out what was causing the problem.
- Also handled **Live-Chat** as a customer success cum customer services agent using **Octa-Chat**, where app errors and steps of troubleshooting were being taught to customers if they are stuck somewhere along the way from login in to connecting to a different server anywhere all over the world, also the guides were given to the customer from <https://support.purevpn.com/>.
- Excel sheets were being maintained of desired outcomes achieved or not, slow speed issues, unable to connect, disconnection, unable to browse, unable to browse desired content, NPS Follow-up sheets, Not-Connected visitors sheets all the data were being taken from LiveChat and also Zendesk and PureVPN official Gmail including other Gmail ids mainly connected to PureVPN Customer Success Team.

EDUCATION

BS – COMPUTER SCIENCE

NUCES-FAST — 2012-2018

INTERMEDIATE

D.J. Sindh Govt — 2010-2012

MATRICULATION

S.M. Public School — 2008-2010

REFERENCES

Provided on demand.