**Muhammad Faizan Siddiqui**

Flat#210 2nd Floor Faryal Paradise Gulistan-e-Jahar block 19 Karachi  
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**OBJECTIVE**

To seek an appropriate working position in a prestigious and well-established organization which suites to my educational and professional background and chance to work with experts in my field are most important, as well as I also look for solid leadership in a company.

**PERSONAL DETAILS**

Father’s Name : Abdul Sattar Siddiqui

Date of Birth : 24-june-1994

C.N.I C. No : 42201-9806803-3

Domicile : Karachi

Religion : Islam

Nationality : Pakistani

Marital Status : Single

**ACADEMIC QUALIFICATION**

* University of Karachi
* B.COM  **Passed**
* Government City Collage  **Passed**
* Intermediate in Commerce
* Ghazi Foundation School  **Passed**
* Matriculation in Science

**Professional EXPERIENCE  
Snoonu.**  **Lead Supervisor - Rider Operations: Nov 2021 – Present**  
• Work on creating and enhancing rider support SOPs for rider contact focus, guaranteeing that they are reasonable and compelling in settling ride issues.  
• Intently administer BPO tasks, assessing cycles and making enhancements any place required.  
• Work on quality control at the rider contract focus, guaranteeing that SOPs are being followed precisely and riders get the best experience when connecting for help.  
• Guaranteeing that riders are reacted to on time without thinking twice about the nature of the reaction.  
• Work intimately with all partners, inside coordination’s groups, just as in different divisions, to determine rider issues, and be voice of the rider.  
• Obviously screen predominant issue types and work on arrangements that outcome in riders not connecting in any case, successfully diminishing episode rates.  
• Audit specialist execution to work on the RSAT of riders connecting for help.  
• Work with key partners to streamline rider support cost at every possible opportunity.  
• Recognize spaces of rider discontent and work on fixing them prompting an improvement in rider maintenance and re-commitment on the stage.  
• Deal with all correspondence with riders on the stage.  
• Setting efforts to diminish rider agitate on the stage and furthermore work on re-commitment.  
• Work intimately with supply partners to oversee rider commitment occasions.

**Ibex.  
Sr.Supervisor - Operations:   
Ibex– TRG:**

**Swvl Sep 2021 – Nov 2021** Manage day-to-day operations.

• Develop flows and processes for multiple communication channels between captain, account manager, rider and operation teams effectively

• Improve satisfaction and NPS survey scores

• Continuously work on improving customer experience and processes to handle rapidly increasing scale with a lean team

• Be a subject matter expert in the outsourcing domain, constantly review the technologies and tools used to enhance experience

• Manage the operations team along with 215+ agents that have the potential to grow to 50+

• Report on monthly, quarterly and deliver competitive business insights, trends and analysis to drive ongoing performance improvements  
**Team Manager - Operations:   
Ibex– TRG:**

**Food-panda (Customer Service Global & Rider Services) June 2020 – Sep Nov 2021**Client co-ordination over slack and zoom calls to discuss all the challenges & business-related meetings  
Providing real time floor support and resolving agent’s query regarding the product & floor related concerns

Maintain Centre CSAT & RSAT Target, Providing daily feedbacks to agents.

Meeting with in-house fleet managers on daily basis for SRC

Preparing WBR & MBR presentation on Power point

**Team Lead - Operations:**

**Ibex– TRG:**

**Careem NOW Campaign November 2019 – May 2020**

**JDs:**

* Client co-ordination over slack and zoom calls to discuss all the challenges & business-related meetings
* Providing real time floor support and resolving agent’s query regarding the product & floor related concerns
* Reviewing agent related performance via their stats and providing them with real time feedback on improvement areas
* Reviewing Agent Performance report at month end

**CUSTOMER SUPPORT EXECUTIVE:**

**IBEX GLOBAL – TRG:**

**Careem NOW Campaign June 2019 – November 2019**

**JDs:**

* Providing support to Careem Food delivery customers through non-voice channel (Emails and chat support) KSA & UAE region.
* Providing support to Careem food customers on calls in resolving their matters in real time KSA & UAE region.
* Providing support to Careem food captains on calls and emails in solving their disputes related to the delivery of food & their payment issues in KSA & UAE region.

**CUSTOMER SUPPORT EXECUTIVE:**

**IBEX GLOBAL – TRG:**

**Careem Campaign June 2018 - June 2019**

**JDs:**

* Providing support to Careem customers through non-voice channel (Emails and chat support)
* Providing support to Careem customers on calls in resolving their matters in real time.
* Providing support to Careem captains on calls and emails in solving their disputes related to product

**CUSTOMER SERVICES REPRESENTATIVE**  
2 years working experience under Warid - Telecom campaign.

**JDs:**

* Providing support to warid customers through inbound Calls.
* Resolve customers' issues or billing complaints by performing activities such as exchanging merchandise, refunding money, and adjusting bills.
* Increase satisfaction level of the customers by providing our customer best support, quick issue resolution and also guidance to new customers when required. Following are my Working Details

**STRENGTHS**

* Excellent management & leadership skills
* Punctuality of time
* An Energetic, Skillful, Hardworking & Self-motivated person.
* Clear & Pleasant Voice.
* Good Communication Skills.
* Deal & handle any type of circumstances.

**HOBBIES**

* Book reading
* Curricular activities
* Attending seminars

**Reference**

* Syed Ahmar Zohaib & Syed Umair Naseer