

Contact

sharjeelahmed86@live.com

www.linkedin.com/in/sharjeel-ahmed-315776158 (LinkedIn)

Top Skills

Training

Communication

Presentation Skills

Honors-Awards

Service Ambassador Award

Wow Story published

CEO Appreciation

Service Ambassador Award

Sharjeel Ahmed

Project Manager Contact Center & Quality Assurance /Certified
Mystery shopper/ Motivational Speaker/Quality Assurance.

Karāchi

Experience

Carecloud

Project Manager Contact Center & Quality Assurance

March 2022 - Present (5 months)

Karāchi, Sindh, Pakistan

Emaar Pakistan

Team Manager Contact Center, customer services,Service Quality &
Quality Assurance

February 2021 - March 2022 (1 year 2 months)

Karāchi, Sindh, Pakistan

British Council

Invigilator

May 2019 - March 2022 (2 years 11 months)

karachi

K-Electric

Auditor Receivable Management

March 2020 - January 2021 (11 months)

Karāchi, Sindh, Pakistan

I have join KE as a BOE range (iv) (during lockdown) in April 2020. Working with central team of Receivable Management (CRMC). Looking forward Write-off cases cluster wise. Also, interaction with Internal Audit (IA) of KE regarding write off cases.

Surveys also conducted with IA, IBC personnel.

SBT Co. Ltd.

Quality Control Analyst

October 2018 - April 2020 (1 year 7 months)

karachi

Bank Alfalah Limited

6 years 5 months

Quality Control Supervisor

January 2016 - January 2018 (2 years 1 month)

Did Mystery Shopping (test calls) on all products of Bank Alfalah Ltd over phone from all Contact Center staff and all staff member.

Maintain & publish results of both region (North & South).

Publish Weekly, Bi-Monthly & Monthly analysis.

Maintain Record of low performance Agents & arrange their training & assessment.

Coordinate with training team of CC ADC to enhance the quality of product knowledge & call handling of agents.

Publish analysis of low performers on weekly basis. Weekly briefing to Training Team regarding weak areas of both regions (North & South) resign staff relevant IDs has been blocked by Team leader or not.

Arrange sessions with agents of both regions regarding new product launched.

Coordinate with product team and Vet documents for Contact center for upcoming product.

Listen random calls of new agents and arrange sessions with them.

Worked on Negative feedback report, listen and call back to those customer who gave negative feedback (press 2) after call.

Analysis of High calls volume finding reason & brief the reason to CC

Supervisor Call Center

March 2014 - January 2016 (1 year 11 months)

Career in Bank Alfalah Ltd

Hired as a Call Centre agent in September 2011 and achieved WOW Story, Service Ambassador Award from CEO of Bank Al Falah Ltd.

Appreciation was received from CEO of Bank Alfalah Ltd from Customer and WOW Story was published on dated 14 March 2014. In this regard Management have promote me as Floor Supervisor.

.In January 2016 again service ambassador award was given for best customer service and in this regard transfer to Quality Assurance to ADC group Bank Alfalah Ltd.

Call Agent

September 2011 - March 2014 (2 years 7 months)

Karachi

METRO/MAKRO Cash and Carry

Lead Cashier

July 2010 - December 2010 (6 months)

Karachi

Worked as lead Cashier.

Managing productivity of the customer service staff on day to day routine work (including proper handling of customers / vendors queries with courtesy and their properly and timely resolution.

Ensuring quality standards.

Issuing refunds or compensation to customers.

Keeping accurate records of discussions or correspondence with customers.

Producing written information for customers.

Often visiting customers to provide a one-to-one service.

Developing customer service procedures, policies and standards.

Meeting with other managers to discuss possible improvements to customer service. Constantly learning about Makro Cash & Carry. Karachi Services and keeping up to date with changes.

Update customers about MAKRO's latest promotions, sale, and clearance items.

Gulf Motors

Customer Service Representative

June 2005 - December 2006 (1 year 7 months)

karachi

Supervising and managing Travel Desk staff.

Handling face-to-face enquires from customers.

Ensure to achieve maximum levels of productivity from my Team.

Day to Day account management of the agency.

Ensuring all Customer Service and Sales agents are up to date with the products / plans.

Trained staff when needed.

Trained all newly hired staff and put all of them in production.

Education

Karachi University

Bachelor's degree, Accounting and Finance · (January 2005 - February 2007)

Al Hamd Grammar School

karachi universty, Computer Science