



Skills

- Project Management
- Problem Solving
- Creativity
- Leadership
- Self Management
- Interpersonal & Communication

About Me

3 - years of professional experience of providing Customer support and Customer Relation management. 1-year experience of taking care of Live Operations and Quality Assurance on centralized Customer care & Telesales and SOP designing for Sales and Non-Sales departments. I possess strong multitasking skills, with the ability to simultaneously manage several projects and schedules. Excellent public-facing point person for Clients & Customers, efficient & focused.

Expertise

- Excel/PowerPoint/Word
- Salesforce
- Infobip
- QuickSight (Amazon)
- Berry Talks

Work Experience

Nov 2022 -
Present

Quality Assurance Executive | Retailo Technologies.

- SOP Designing for Customer Care, Live operations and Tele-sales department of all the business sites (PK, KSA & UAE)
- Maintaining Quality by daily evaluations of sales & non-sales departments along with effective feedback sessions on a weekly basis.
- Daily, Weekly, and Monthly Performance reporting for all the business sites for HODs and Stakeholders.
- Ensuring KPIs for Centralized Care Department.

Mar 2021 -
Nov 2022

Care Executive (Centralized) | Retailo Technologies.

- Taking care of Live operations and Customer service. (Hybrid)
- Complaint management and prompt problem-fixing in live operations.
- Ensuring compliance on Inventory, Discounts & BNPL transactions.

Sept 2019 -
Feb 2021

Customer Support Executive | Ibex.Global

- Taking care of cooperate client orders from order placement till delivery and cash collection.
- Resolving issues in the cooperate order and retaining customers.
- Communication with the vendors regarding order Quality, Inventory and Pricing adjustments.
- Resolving customer's queries through Chats & Emails.

Education

Accounting & Finance -2022
Associate Degree Iqra University Present

Intermediate (Pre.Eng)

Board of Intermediate
Education Karachi

Marticulation (Comp.Sci)

Board of Secondary
Education Karachi