



<https://www.linkedin.com/in/sharjeel-ahmed-315776158/>



Sharjeelahmed86@live.com



03338496759

Sharjeel Ahmed

Qualifications

Graduated (B.Com) from Karachi University

Experiences

CareCloud Inc. (Formerly MTBC) February 2022 -Continue.



Manager Quality Assurance

I Joined as QA Manager (PMCC) & established the QA department in three regions (KHI, ISB, Bagh AJK). Starting from the Account receivable (AR) 700+ users within 6 months QA has expanded globally. I have started the caller certification of Contact Center & AR Caller. Make several policies and share gap analysis with the Higher Management. I have been involved in defining quality standards, departmental SOPs and monitoring techniques, and in-house systems audits.

EMAAR Pakistan February 2021 – February 2022



Contact Center & Customer Service Team Manager

I Joined world-leading Real Estate EMAAR as Contact Center Team Manager and was responsible for operational reporting, Customer visit scheduling, managing floor, Walk-in customers, daily, and weekly reporting to the corporate office, call volume analysis, and Monthly reporting to the CEO

Karachi Electric March 2020 – January 2021



Audit Receivable Management

I joined KE as a Back office executive at range (iv) on March 20 during the lockdown Covid- 19 and worked with the Central Receivable Management Cell (CRMC).

Worked as an auditor receivable management and looking forward Write- off cases interaction with the Internal Audit (IA) of KE regarding write-off cases.

Surveys were also conducted with Inter Audit (KE) with IBC personnel & NEPRA Auditors.

SBT JAPAN October 2018 – April 2020



Quality Control Analyst

I got permanent and promoted in the first six months after joining.

Quality Control, Internal Audit, Trainer at SBT Japan Pakistan Pvt. Limited has the vision to have an error-free business low by defining and designing policies and procedures.

Major Responsibilities as Quality Analyst

Managing in-house quality control and internal audit team with a vision to have an error-free business flow by defining and designing policies and procedures. I have been involved in defining quality standards, departmental SOPs and monitoring techniques, and in-house systems audits. Established a Quality Assurance department from the sales perspective.

Coordinate with different departments for establishing Call Monitoring software.

Bank Alfalah Ltd September 2011 -December 2017

Supervisor Bank Alfalah Contact Center



WOW Story was published in March 2014.

Won Service Ambassador Award in 2014 & 2016

Career in Bank Alfalah Ltd

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

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

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

I understand the need to develop positive relationships with customers, agents, other departments, product teams, and sales teams. Senior management.

Transfer to Quality Assurance Supervisor (ADC) (January 2017)

- Did Mystery Shopping test all Bank Alfalah Ltd staff over the phone from all Contact Center staff and all staff members.
- Maintain & publish results of both regions (North & South).
- Publish Weekly, Bi-Monthly & Monthly analysis.
- Maintain Record of low-performance Agents & arrange their training & assessment.
- Coordinate with the training team of CC ADC to enhance the quality of product knowledge & call handling of agents.
- Publish analysis of low performers on a weekly basis.
- Weekly briefing to the Training Team regarding weak areas of both regions (North & South)
- Resigned 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 customers who gave negative feedback (press 2) after call.

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

Job Responsibilities as a Supervisor (November 2015)

- Manage around 90 staff in a shift and take care of operational and management issues.
- To maintain Service Level.
- Maintain answered ratio not less than 90% at any time
- Manage Floor Decorum and supervising

Maintain KPI deviation for the total workforce and make sure it does not increase including Not Ready, Total Login time, Routed Unhandled, routed ringing abandon, and average work time in a month.

Ensuring Shrinkage not to increase more than 5% of the total workforce which include shows, informed absence, and emergency leaves.

- Daily Call volume reporting with problematic areas and feeders from where call volume is being generated while maintaining and compiling figures through various provided reports. This report is being sent every 2-hourly basis.
- Resolve all operational issues (Transport, Adjustments, Floor Decorum, Adherence, etc.) while making sure no SOP is being compromised.
- Owner of Process Manual for Bank Al Falah and making sure all amendments and additions are being updated on the Bank Al Falah Process Manual and on Portal (Intranet) on a real-time basis.
- Real-time monitoring of Wallboards and coaching Team Members on a daily basis.
- Monitor the CSR's daily reports to find out GAPS.
- Keep Monthly Operational Meetings in order to find out any issue and then find the resolution to it on given timelines.

- Listen to random calls and mystery shopping for finding out gaps.
- Been involved in staff recruitment and appraisals.
- To manage the productivity of the staff by monitoring calls/feedback/punctuality.

Weekly Reporting:

Make sure that the following call center reports shall be submitted to the Operation Manager at the end of the week

- a) Call volume analysis with respect to work-forced employment in each shift,
- b) Average Service Level, Answer Ratio along with average shift-wise login in each shift through the week.

Monthly Reporting:

Average Service Level, Answer Ratio along with average Shift Wise login in each shift Throughout the month.

Projection of desired shift capacity for the following month based on last year's trend and the Prevailing call trend.

Gulf Motors Karachi June 2005 -December 2006

Sales Officer.



- Responsibilities included Customer Service Management.
- Supervising and managing Travel Desk staff.
- Handling face-to-face enquiries 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.