

# SUNDUS QAMAR

## Client Relations Associate

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## EXPERIENCE

### Supervisor Inbound Operations

2023 - Present

**Daraz**

Karachi, Pakistan

Daraz is Pakistan's best online shopping store with 15+ million products online.

- Monitored employee productivity and providing constructive feedback and coaching.
- Manage the SL with break Management.
- Exceeded monthly sales objectives by 10%.
- Handled critical escalations.
- Correspondence with the clients on daily basis to provide them feedback about the on going issues related to customers.

### Team Lead Operations (Papa John's)

2019 - 2023

**Tribe Consulting**

Karachi, Pakistan

Tribe Consulting is a 24/7 PCI Certified BPO Call Center with over 2K employees working globally in the US, Pakistan, UAE and the Philippines.

- Lead and managed a team of employees, providing direction, guidance and support to achieve team and organizational objectives.
- Allocated tasks and responsibilities to team members based on their strengths, skills, and expertise to meet their KPI's and to win incentives.
- Monitored performance metrics and take corrective actions as needed to maintain high-quality outputs.
- Helped customers with their orders and resolved their issues efficiently over the phone.
- Increased customer satisfaction with 25%.

### Phone Banking Officer

2017 - 2019

**JS Bank**

Karachi, Pakistan

JS Bank Limited is a Pakistani commercial bank headquartered in Karachi, Pakistan.

- Dealing on the phone with customer.
- Lodge complaint/Suggestion.
- Provided top quality Customer Service to our valued customers.
- Arranged & participated in various events.

### Customer Service Executive

2015 - 2017

**Ibex Global (TRG)**

Karachi, Pakistan

Ibex is a BPO company that delivers innovative business process outsourcing (BPO) and end-to-end customer engagement.

- Assigned passwords and security briefing calls to the customers who installed trackers newly into their vehicles.
- Extract data of non reporting vehicles on daily basis.
- Share emails on daily basis to cooperate with clients.
- Lodged complaint/suggestions.

## INDUSTRY EXPERTISE

Leadership



Project Managment



Performance Reviews



Interpersonal Skills



## SKILLS

Project Management · Reviews ·

Power BI · Daily Operations ·

Communication · MS Office ·

Excel Sheets

## EDUCATION

BBA Hons. Marketing

JINNAH UNIVERSTIY FOR WOMEN

2010 - 2014

Karachi, Pakistan

Intermediate (Pre-Medical)

SIR SYED COLLEGE

2007 - 2009

Karachi, Pakistan

Matriculation

RAZI CHILDREN'S HOME (RCHS)

2005 - 2007

Karachi, Pakistan

## STRENGTHS

 **Management**

Good at solving organizational issues whole managing tasks and staff.

 **Empathy**

Very efficient in communication and always love to help people out and cater to their needs.

 **Persistence**

Once I believe in an idea or project, I don't give up until I explore it all.