



SYED HUSSAIN KAZMI



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EDUCATION

BBA

KASBT+IT - KASB
INSTITUTE OF
TECHNOLOGY PRIVATE
LIMITED, KARACHI
2013

- Major was Marketing and Finance
- Scored 2.58 GPA

ASSOCIATE OF ARTS

GOVERNMENT
NATIONAL COLLEGE,
KARACHI
2009

- Major Subject was Accounting and Economics.

HIGH SCHOOL DIPLOMA

SADIQ PUBLIC SCHOOL,
KARACHI
2007

- Major subject was computer science.

ABOUT ME



I have 15 years of experience in the customer service/BPO/Sales field and I have managed a team of 450 people. Also, my last experience with Walmart was as an assistant manager of operations. I was taking care of the complete client requirements and I have complete knowledge of how BPO/Outsource company works.

WORK EXPERIENCE

ASSISTANT MANAGER - OPERATIONS | MAY 2020 - OCT 2022

IBEX GLOBAL, KARACHI

Responsibilities include the following:

- Attend the daily/weekly calls of Clients and Management.
- Present all LOBs' performance to the company Director.
- Maintain the Handle compliance of all LOBs.
- Run the projects to achieve the set goals of CSAT, RCR, and AHT.
- Run audits to fix CSAT and AHT avoidance cases.
- Responsible to manage career planning, performance management, customer compensation, learning, and development
- Responsible to manage to check leakages in processes and updating the client and internal team accordingly.
- Take the weekly update from all lead managers about their LOBs' performance.
- Work on people person and company growth.

PERFORMANCE MANAGER | JUN 2015 - JUL 2020

DARAZ.PK, KARACHI

Responsibilities include the following:

- Attend the daily/weekly calls of team performance of buyer and seller.
- Manage the KPIs of the complete buyer and seller.
- Maintain the SLA of buyer and seller teams.
- Run the projects to achieve the set goals of buyer and seller satisfaction.
- Maintain the Open/Reopen case ratio of buyer and seller.
- Responsible to manage the Interaction per order of buyer and seller.
- Responsible to manage the CPO and \$buyer ratio of the weekly and monthly trends of buyer & seller.
- Responsible to manage the complete B2B sales of sellers.

TELESALES EXECUTIVE | JAN 2015 - JUN 2015

NATIONAL BANK OF ABU DABI, ABU DHABI - UAE

Responsibilities include the following

- Working in the capacity of a sales executive.
- Generating revenue through telemarketing.
- Responsible for research and analysis.
- Retaining existing customers and acquiring potential customers.
- Handling International transactions and payment authorization.

SKILLS

Microsoft Office

Sales Force

Zendesk

X-space

Advance Data Management in
Microsoft Excel

Compliance and Reputational
Risk

Group Anti Money Laundering

LANGUAGES

English

Urdu

Hindi

- Interacting with customers through live chat.

TELE SALES REPRESENTATIVE | JAN 2014 - DEC 2014

AXACT - WORLDS LEADING IT COMPANY, KARACHI

Responsibilities include the following

- Working in the capacity of a sales executive.
- Generating revenue through telemarketing.
- Responsible for research and analysis.
- Retaining existing customers and acquiring potential customers.
- Handling International transactions and payment authorization.
- Interacting with the customer through live chat.

TEAM LEADER - CUSTOMER SERVICE | NOV 2010 - DEC 2013

HSBC, KARACHI

Responsibilities include the following:

- Addressing general and complex customer queries/complaints.
- Complaint registration and regular follow-ups from internal departments
- Working on all Major systems used by HSBC such as CMS, QMS, P.COM, HUB, and HFE, and possessing thorough system knowledge.
- Processing varied customer requests and complaints pertaining to Priority Banking (premier Banking), branch banking, personal loans, credit cards, and internet banking
- Analyzing customer needs and complaints and working on appropriate customer solutions.
- Handling internet banking and business & priority premier banking products.
- Routing Monthly shift roster of Agents.
- Addressing customer requests for pay orders/ demand drafts/cheque book etc.
- Calculation of mark-up for credit cards & loan accounts
- Generating All call center reports and maintaining various MIS
- Calculating daily report of call ratio and managing it according to the call flow

CAMPAIGN MANAGER | JUN 2008 - NOV 2010

ENSIGN COMMUNIQUE, KARACHI

- 3 months worked in the administration department as an assistant admin manager.
- 8 months worked as a sales executive.
- 13 months worked as a Campaign Manager.
- Working in the capacity of a sales executive.
- Generating revenue through telemarketing.
- Responsible for research and analysis.
- Retaining existing customers and acquiring potential customers.
- Handling floor on the behalf of Floor Manager.

PERSONAL INFORMATION

VISA STATUS | VISTI VISA | NOV 2022 - JAN 2023

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PASSPORT NUMBER | BN4859462 | OCT 2022 - OCT 2027

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MARTIAL STATUS | SIGNLE | PRESENT

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NATIONALITY | PAKISTANI | PRESENT