

# Zaineb Harris

 hrrsashraf@gmail.com

 [linkedin.com/in/zaineb-harris-bb4678285](https://www.linkedin.com/in/zaineb-harris-bb4678285)

## Summary

Team Leader experienced in directing activities of workgroups. Develops strategies, provides training, sets goals and obtains team feedback. Excellent interpersonal and communication skills. Big picture focus with excellence in communicating goals and vision to succeed. Problem solver, networker and consensus builder.

## Experience



### E-Support Specialist

Ibex Global (TRG), Islamabad

Jul 2019 - Present (4 years 1 month)

Ibex Global (TRG), Islamabad

An international campaign SQUARE TRADE, head office is in Orlando USA

Working there as an E-Support agent.

Achievements:

Started working as CIA for customer service department successfully transferred to Claims department.

During successful journey with Square Trade have become part of training for BATCH 12, 13 & BATCH 14 as a Floater. Now after successful years in Ibex, have been moved to E-support team.

Responsibilities:

Used to take calls and give resolution to customers. As floater responsible for new batches to help them and guide them call process. Had to maintain talk time. Use of Salesforce software with proper navigations. Use of soft skills while listening to customers issues.

E- Support Team Responsibility

As E-support team needs to response back to customers emails and maintain SLA for each ticket assigned. Also, to make sure we are using correct grammar, communication, process and critical thinking. Responded to customer inquiries and provided assistance through e-mails



### Instructor

Access Training Institute

Feb 2010 - Dec 2012 (2 years 11 months)

Dubai Based training institute Worked as; TRAINER

Achievements:

Started working as a trainer, later was given the responsibility to make sure the institute is giving quality service and also became the part of marketing.

Responsibilities:

Responsible for maintaining daily class schedule Assessing candidate for appropriate class level Career counseling Making sure that all shifts are properly attended Arranged meeting with companies for training proposals Arranged workshops for HR PROFESSIONALS Organizing employee training programs

Organizing work flow so that office runs at maximum efficiency Identifying employees who need extra training that will teach them how to properly carry out their duties Taking instructions from CEO Writing up adverts that will attract best and brightest candidates Ensuring that all staff handles all candidates' data in professional and confidential manner. Supported productivity increase and business growth through new hire training and mentoring Performed continuous evaluations of content and plans to enhance delivery and improve effectiveness



## **Retention Officer**

### **Barclays**

Jan 2012 - Mar 2014 (2 years 3 months)

Is one of world's largest financial services company.

Joined Barclays Bank as Retention Officer.

Achievements:

Helped retention department to achieve highest target of year. Also have been awarded for good customer service and achieving highest customer retains in month of July and December.

Responsibilities:

Responsible for retaining customers, used to retain at least 5 customers daily. Handling objections, providing solutions to retain customer. Authority to send approval to operations for any undue charges. Handling all cancellation cases across UAE branches and call centers. Authority to take special approvals for ENR (balance transfer and cash on call) In order to convince customers for balance transfer and cash on call offer. Sending request to close cc as per customer's request. Forwarding request for reversals of charges in order to retain customers. Handling complaint cases. Preparing daily & weekly productivity report. Monthly MIS for retention department. Worked effectively in fast-paced environments. Self-motivated, with a strong sense of personal responsibility



## **Student Counselor Officer**

### **ACCA**

Dec 2007 - Oct 2009 (1 year 11 months)

ACCA Pakistan" (Association of Chartered Certified Accountants), Pakistan, Lahore

Professional accountants Head office is in UK. There are three ACCA Pakistan offices which represent ACCA head office of ACCA Pakistan is in Lahore.

Achievement:

Started working there as Student Counselor Officer Promoted to Student Counselor Executive.

Responsibilities:

To do student counseling and then have to forward all complaints via e-mail to main head office that is in Glasgow. Used to handle more than 200 students daily. To visit different institutes for marketing and also help tuition providers to achieve their target. To organize all student affairs events. Part of decision making for approval of institutes computer labs for computer-based papers. To recruit and train internees for customer services department. Arrange outreach presentations. Performance evaluation of every intern.



## **Phone Banking Officer**

Bank Alfalah Limited

Sep 2007 - Dec 2007 (4 months)

Achievements:

Worked there for credit card division "call center", as pbo. Aim was to provide possible help to customers Was awarded with highest calls attended for month of March 2007.

Responsibilities:

To maintain talk time to provide all information on products to customer.

Developed and maintained courteous and effective working relationships.

Worked well in team setting, providing support and guidance. Self-motivated, with strong sense of personal responsibility



## **Inbound Salesperson**

Ovex Technologies Pakistan (Pvt.) Ltd.

Aug 2006 - Sep 2007 (1 year 2 months)

Is Pakistan's largest offshore BPO solutions provider and leading exporter of IT solutions Worked there as; .

Achievements:

Was working for inbound sales project BLUEHIPPO, financed gateway computers Was able to maintain conversion throughout experience in inbound sales project.

Responsibilities:

Had to maintain conversion for example if are taking 10 calls need to make at least 2 sales Provide required information to customers



## **Salesperson**

The Resource Group

Sep 2005 - Jul 2006 (11 months)

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The Resource Group is Pakistan biggest BPO, its head office is based in Lahore.

Achievements:

Worked for campaign that was BELL CANADA Target to achieve maximum sales was maintained tactfully, over 50 customers were contacted daily.

Responsibilities:

To take orders and try to make sale on every call. Reported directly to head office. Developed and maintained courteous and effective working relationships. Worked well in a team setting, providing support and guidance. Worked effectively in fast-paced environment.

## **Education**



**IMPERIEL COLLEGE OF BUSINESS STUDIES**

MBA, HR



**WISE COLLEGE FOR GIRLS**

BA

## **Skills**

communication skills • Team Leadership • Teamwork • Critical Thinking • Problem Solving • Creative Writing • Microsoft Excel • Stress Management • Strategic Planning

## **Honors & Awards**



### **All**

Certificate for attending a workshop on “Negotiation Skills” organised by ACCA Pakistan.

Certificate for attending workshop on “Projecting a Professional Personality” organised by ACCA Pakistan.

Certificate for attending workshop on “Emotional Intelligence” organised by ACCA Pakistan.

Certificate for attending workshop on “ Customer Services” organised by ACCA Pakistan.

Certificate for job rotation of every department on "Ibex Talent" organized by Ibex Global.