

ABDUL AHAD

QUALITY ANALYST & EXECUTIVE

ABOUT AHAD !

Motivated and results-driven ADP diploma holder with 3+ years of experience in Quality Assurance Executive roles and successfully managing multiple campaigns , delivering exceptional customer services. Demonstrated expertise in overseeing the entire sales process and consistently surpassing sales targets. I am now seeking a rewarding opportunity to leverage my potential and contribute significantly to the growth of a dynamic organization.

CERTIFICATES

- Google Applied Digital Skills
- Typing Skills Certificate
- Office Automation and Freelance technique.

EXPERTISE & SKILLS

- Management Skills
- Creativity
- Communication Skills
- Leadership Skills
- Data Science & Analyst
- Sales and Marketing
- Product listing
- Facebook Marketplace

Quick learner

Self Motivated

Hard Working

Punctual



[0335-0249604](tel:0335-0249604)



ahad50456@gmail.com



<https://www.linkedin.com/in/abdul-ahad-706765182/>

QUALIFICATION

Matriculation:

Computer Science

2017

Intermediate:

Pre-Engineering

2020

ADP:(Associate Degree Program)

Computer Networking and Technology

2023

BSCS: (Bachelors of Computer Science)

PRESENT

PROFESSIONAL EXPERIENCE

Careem Vendor Office: (Front Desk Operator)

2018

RESPONSIBILITIES:

- Effectively monitoring Captains' locations via online maps to track their progress and assist in their routes for improved efficiency and timely service delivery
- Responding promptly to Captains' concerns and addressing any operational issues that may arise during their shifts to maintain a high level of service quality.
- Seamless communication between Captains, customers, and internal teams to address inquiries, resolve issues, and provide necessary support.

Superior TechZone: (CSR)

2020

RESPONSIBILITIES:

- Providing comprehensive and personalized guidance to customers, addressing their inquiries, and assisting them in making informed decisions about products and services.

Hello International Marketing Solution:

(Quality Assurance Executive)

2022

RESPONSIBILITIES :

- Ensured top-notch lead generation quality through rigorous checks and measures
- Verified eligibility of generated leads using various software applications.
- Maintained detailed client and agent sheets, facilitating smooth communication.
- Contributed to streamlining processes and upholding the company's reputation for excellence.
- Assisted in training new team members on lead generation protocols and software usage.
- Collaborated with teams to develop strategies for improving lead generation processes.

PROJECT

- Developed an online bus ticketing website to enhance modern travel experiences.
- Provided a digital platform for customers to easily access bus routes, timings, and book tickets.
- Empowered users with real-time updates on bus routes and accurate schedules.
- Designed an efficient admin dashboard for bus operators.
- Proposed potential enhancements such as mobile app integration and user reviews.
- Highlight the importance of digital solutions in modern transportation.
- Contributed to the evolution of travel with a convenient and efficient online solution.

Data Entry Operator-LinkedIn: (Remote Work)

2023

RESPONSIBILITIES :

- 1+ year of experience gathering and entering data on verified LinkedIn accounts. Proven ability to work accurately and efficiently.
- Gathered and entered data on over 1000 verified LinkedIn accounts.
- Identified trends and patterns in the data, which helped to improve the company's marketing strategy.

Netcom Innovative Solutions:

2023

(Quality Control & Analyst)

RESPONSIBILITIES :

- The QA Executive ensures that all products and services meet or exceed prescribed quality standards, complying with regulatory requirements.
- Performed quality assurance duties, ensuring that the company's DME products and services were of the highest quality.
- Skillfully managing and organizing documentation related to quality procedures, audits, and corrective actions, maintaining a clear trail of quality assurance activities for future reference.
- Maintain the accuracy and integrity of lead data within the software systems, conducting regular audits and validation to ensure clean and reliable information for sales and marketing activities.

Techsol.IT: Digital Marketing Services (Quality Analyst & Executive)

PRESENT

RESPONSIBILITIES :

- Evaluating and Supervising real-time chat interactions.
- Optimizing operations for efficiency while maintaining high quality chats.
- Proficiently monitored live chat interactions, ensuring compliance with industry standards
- Successfully managed quality control measures, delivering exceptional customer satisfaction.
- Led efforts to optimize operational processes and enhance quality metrics.
- Collaborated with diverse teams to enhance performance and deliver high-quality chat support.