



# Muhammad Kumail Rajani

## Professional Goals

Collaborative and result-oriented individual with strong communication, analytical and team management skills with a desire to excel in a progressive organization that can utilize my years of experience

## Get in touch!

### Mobile:

0341-8205902

### Alternative Mobile:

0306-2782902

### LinkedIn:

<https://pk.linkedin.com/in/m-kumail-rajani-a58869126>

### Email:

muhammad.kumail128@gmail.com

### Address:

Flat # 3, Aamir Palace, Near Nishtar Park Soldier Bazar No 2 Karachi.

## Technical Skills

- MS Office Suite
- Keyboarding/ Desktop
- Internet/ Social Media
- VOIP Softphone
- Proficient typing

## Work Experience

### Quality Enhancement Officer, Data Validation

AUA Solutions | May 2019 – July 2020

- Worked in a Phone Verification division of a BPO firm providing B2B data outsourcing services to clients worldwide
- Promoted to QA department after delivering high performance results as a line staff member
- Responsible for checking agent files for major and minor mistakes; performing visual QA; dialing random numbers to identify errors
- Achieved daily QA targets, and delivered completed files to Manager
- Working remotely since March 2020 as a 100% compliant WFH professional, during COVID-19 Pandemic

### Assistant Team Lead, Data Validation

AUA Solutions | April 2016 – May 2019

- Performed well as an agent and promoted to Asst. Team Lead position
- Assisted the Team Leader with management of a team of 12 agents calling US businesses for phone verification of leads
- Dialed own file as well as QA checked half the team's work
- Served as back Team Leader in his absence, supervised the floor and generated daily production reports, stats and emails

### Tele Research Executive

AUA Solutions | July 2014 – March 2016

- Processed client database of B2B American professionals by verifying contact data over the phone, with US businesses
- Communicated with US company operators in American Accent and tactfully assessed the information received
- Compiled complete disposition notes on MS Excel after each call
- Successfully achieved daily targets while maintaining quality
- Maintained high punctuality and attendance at all times

### Programmer

Pak Cable Network | June 2012 – December 2012

- Developed the program schedule in consultation with appropriate staff
- Managed production and programming activities for broadcast
- Responsible to shoot and record programs

## Academic History

Fatimiyah Boys College  
Intermediate | Commerce  
2014

Karachi Public School  
Matriculation | Science  
2012

## Short Courses

Noor College of Professional Education  
MS Office | 2015

Arena Multimedia  
Certificate in Multimedia | 2013

Domino English Learning Centre  
English Language | 2012