



Get in touch!

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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

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

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