

Rahat Vanessa Saleem

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Hardworking and honest individual motivated to achieve targeted goals. Seeking a managerial position in a reputed organization where my skills can be used in the best interest of the company.

EXPERIENCE

2019 – TO DATE

QUALITY ASSURANCE NON-VOICE ANALYST, IBEX.CO

As a Quality assurance analyst, my job is to assure quality in terms of customer experience, product, process, and policy. Conducting quality sessions, client calibration, training, and orientation meeting, handling client correspondence &interaction, internal/external correspondence, reporting, and designing QA forms/appeal criteria along with this several other tasks are also included in job responsibilities.

5 years

3 months

Q4L

Bain - Hot

JOB RESPONSIBILITIES

- To communicate the company's vision, purpose, core values to the grass-root level employees
- To implement the policies of the company's policies
- To tackle employees resistance while implementing the company's policies
- To motivate the employees to meet targets for continuous improvement
- To create a sense of ownership among the employees
- Conduct weekly, bi-monthly and monthly coaching for the Customer Support Executive
- Agents' development through additional training and goal setting as identified
- To motivate people to excel in their performance through recognition and guidance.
- To facilitate cross-functional communication among the employees for better working condition
- Health Check on new processes
- Call Evaluations
- Call listening sessions with CSE
- Productivity performance documentation

Check

ADDITIONAL RESPONSIBILITIES:

- Hosting Weekly Calibration for all the stakeholders including clients
- Week, bi-monthly and monthly reporting of scores
- Maintaining attendance for all the analysts in the CIQ team
- Hosting Weekly Calibration between operations and Support department including Client
- Handling unpaid removal and providing updates to the WFM (5 campaigns)
- Co-hosting De-briefs and answering all the queries
- Meetings with Clients to make sure everything is up to the mark and running smooth
- Conducting refresher within the team

ACHIEVEMENTS:

- Designing and Launching the QA form for KHI and ISB Site
- Designing and Launching the Dispute tracker for KHI and ISB Site

2016 – 2019

QUALITY ASSURANCE VOICE ANALYST, IBEX. CO

Responsible for proactively identifying agent level performance-related opportunities by KPI up to and including customer experience drivers, customer satisfaction levers, agent learning opportunities, and knowledge management improvement areas by evaluating a random sampling of calls and other customer contact methods (i.e. email, chat, fulfilment, payments) for compliance to prescribed client project standard including but not limited to adherence to standards, accuracy, customer experience and contact handling efficiency through the support of at least one account of the project within a portfolio account.

ADDITIONAL RESPONSIBILITIES:

- Maintaining attendance for all the analysts in the CIQ team
- Handling unpaid removal and providing updates to the WFM (5 campaigns)

ACHIEVEMENTS:

- Reviewed the entire claims product/Policies and suggested changes to the client
- I was sent to help with training and evaluating entirely a Batch in Islamabad an Off-site badge in ISB)
- Trained Off-site Quality Analysts in Jamaica and Mexico
- Evaluated and Conducted feedbacks for Off-shore specialist (Sites like Florida, Mexico and Jamaica)

FEBRUARY 2016 – NOVEMBER 2016

CUSTOMER CLAIMS SPECIALIST, IBEX.CO

As a claim specialist, my responsibilities were to initiate, approve or deny claims for the warranties on consumer electronics accompanying with few other tasks which were handled in the best manner that I got promoted within one year.

EDUCATION

BACHELOR OF SCIENCE – MATHEMATICS, UOK (IN PROGRESS)

DIPLOMA IN INFORMATION TECHNOLOGY, UOK (2015- 2016)

HSSC EXAMINATION INTERMEDIATE, ST. JOSEPH'S COLLEGE FOR WOMEN (2014)

SKILLS

- Strong leadership and organizational skills
- Interpersonal skills
- Reporting and Analytical Skills
- MS Office especially Word, Excel and PowerPoint
- Excellent written and verbal communication skills
- Coaching experience and knowledge of adult learning techniques
- Good email writing skills
- Proficient in CRM and Salesforce
- Excellent written and verbal communication skills

ACTIVITIES

- Playing Chess
- Playing Badminton
- Reading Books
- Writing Poems
- Trying new restaurants

References will be furnished on request.

"True leaders don't create followers, they create leaders".