

Jesse J. Saville

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Objective

To face the challenge of tasks assigned to me, deliver beyond my commitments and assist the entire team to achieve their targets and goals. I would like to work within an organization that encourages career-advancement and provides the necessary tools and training to do so.

Profile

- ◆ Highly adaptable to every type of work environment and situation
- ◆ Ability to work in a team and independently
- ◆ Exceptional organizational skills and outstanding at multi-tasking
- ◆ Detail oriented and a quick learner
- ◆ Positive attitude and strongly self-motivated
- ◆ Diplomatic and tactful with professionals and non-professionals at all levels
- ◆ Excellent time management, problem solving, and leadership skills
- ◆ Flexible and versatile – able to maintain a sense of humor under pressure
- ◆ Excellent team building skills
- ◆ Eye for Detail

Skills Summary

- | | | |
|--------------------------|------------------------|---------------------|
| ◆ Project Management | ◆ Scheduling | ◆ Hands-on |
| ◆ Report Preparation | ◆ People Management | Experience CRM |
| ◆ Written Correspondence | ◆ Trainer | Softwares such as |
| ◆ Scheduling | ◆ Hands-on Experience | Sales Force |
| ◆ Quality Assurance | with Recording | ◆ NICE Technologies |
| ◆ Sales and Marketing | Softwares such as NICE | WFM and Quality |
| Awareness | and Five9 | Assurance |
| ◆ Call Center Set-up | | |

Professional Corporate Experience

KJS Communications LLC
Channel Manager (Freelance)

August 2018 – To – Date

- ◆ Marketing of Company's Portal to Various Clients across the globe
- ◆ Review performance of all call centers and ensure that their quality standards and sales ratios are met in line with their targets set by KJS Communications LLC
- ◆ Ensure PCI-DSS Standards are met by all Call Centers
- ◆ Ensure that Centers are not using branded marketing to facilitate their needs
- ◆ Review of centers landing pages from time to time.
- ◆ Weekly meeting with KJS Communications CEO
- ◆ Randomly conduct mystery shopping of centers
- ◆ Assist new centers with their setup, training and deliverables (Usually via Zoom Call for International Centers)
- ◆ Training of all centers across the board on FCC Regulations and Call Center Procedures. (TCS International Campaign being one of our clients)
- ◆ Review payout reports to call centers across the board.
- ◆ Review Chargeback and Cancellation Reports for all centers.

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NP Digitals

*November 2017 – To – August 2018 &
March 2019 – To – March 2020*

Operations Head

- ◆ Ensure Daily Sales Closure rate of 20% RGUs of total calls received.
- ◆ Audit Daily Performances of Supervisors QA and Trainer
- ◆ Ensure punctuality of self and entire team.
- ◆ Daily Brief and Debrief with CEO
- ◆ Daily Brief and Debrief with Supervisors, QA and Trainer To review daily stats and figures.
- ◆ Ensure timely reporting of daily MIS and Performance reports by Supervisors and QA
- ◆ Formed a Chargeback Team to filter Chargebacks and Cancellations and verify the reports with agents, Customers and respond to Spectrum accordingly.
- ◆ Communicate Company's vision to the grassroots level of employees
- ◆ Ensure that HR and Trainer had a sufficient pipeline of resumes and ready-to-go-live agents at all times.
- ◆ Implement the policies of the Company and ensure their execution.
- ◆ Review Bonus/commission Payouts for all agents Supervisors, QA and Trainer
- ◆ Extensive control of all operational activities pertaining to the production floor
- ◆ Liaise with the client as and when required
- ◆ Identify problems/issues in the processes and procedures and suggest implementation for changes where required.
- ◆ Liaise with all departments to ensure flawless flow of operations.
- ◆ Ensure that the quality standards set by the company were met and delivered
- ◆ Ensure and implement teamwork across the board
- ◆ Address all employees concerns and necessities
- ◆ Motivate the entire team to achieve their targets and goals
- ◆ Ensure defined corrective action was taken where required
- ◆ Ensure employees were rewarded for outstanding performance
- ◆ Analyzing of all statistical reports prepared by the team or external reports received from the client
- ◆ Ensure that all complaints were resolved in a timely and effective manner.

Purple Tree

Dec 2014 – To Jun 2017

Marketing Manager

Dubai- United Arab Emirates

- ◆ Coordination with Vendors and Wholesalers.
- ◆ Brand Activations and Feed Back
- ◆ Budgeting Analysis.
- ◆ Website Evaluation and Maintenance coordination with IT.
- ◆ Training of new recruits and Freelancers.
- ◆ Internal coordination with Executive Management.
- ◆ Scheduling of new Promotions and Brand Advertising.

Emergence Technologies

Feb 2013 – March 2013

Contract to set up and train their Call Center Staff

- ◆ Managed all areas from the premises set up to the systematics.
- ◆ Trained their staff on all Call Center know how/
- ◆ Trained their trainers and senior management on people management, budgetment, relationship building and time management.

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AMFCO International Business manager

June 2011 – May 2012

Banking, Call Center Consultancy & Help Desk

- ◆ Worked on and successfully implemented systems/modules by NICE such as Work Force Management (Automated Scheduler) and Quality Management (Automated Evaluator) for leading banks and telecommunication firms.
- ◆ Assigned to manage the customer support desk, which is the front end support for our associates.
- ◆ Worked on setting up a revenue generation, retention and ANR department, which will enhance the revenue for the organization.

The Resource Group (TRG)

January 2010 – June 2011

AT&T Solution Provider, Customer Service & Correspondence

- ◆ Portfolio management, revenue generation, business development and establishing new business.
- ◆ Associated with the SquareTrade campaign at TRG, my core responsibilities were Customer Service, Correspondence and troubleshooting.
- ◆ Call Handling Trainer.

NIB Bank

November 2005 – August 2006

AVP, Phone Banking Head (Contact Center) & ATM Service manager

- ◆ Set up, launch and manage their Banking Call Center.
- ◆ Recruited staff and installed the Call Center Solution, which was facilitated with, CTI, IVR, ACD, MIS/CRM Software, PABX, PRI CARDS, Recording Machine.
- ◆ Initialized Telesales in order to generate revenue for the bank, which would also cover cost for the Phone Banking Unit, as shadow revenue.
- ◆ Coordinated with IT and ZRG to design the basic Phone Banking System Screens and Electronic Request System.

ABN AMRO Bank N.V.

May 1999 – May 2004

Senior Officer, Team Manager

Phone banker (1999 – 2001)

- ◆ Customer service over the telephone, which included, inquiries, complaint management, transaction processing and cross selling.
- ◆ Additional assignments included maintenance of the Attendance report, the address change MIS, Non Stop Banking Center Call MIS, Officer Performance Report, Electronic Request System module testing, monthly shift schedule.

Team Manager (2001 – 2003)

- ◆ Promoted to the level of Team Manager, Non Stop Banking Center.
- ◆ Amending/updated all contact center Process Flows, call evaluations, team Appraisals, Balance Transfer Facility and Personal Loan Trouble-shooting, Non-Stop Banking Center Process Flows, Escalation matrices, Service Level Agreements, Standard Operating Procedures for all Products, systems and processes, Maintenance and Trouble-shooting of online Product Help File., Racial Recording Machine, Symposium (Automated Call Distribution Software) Software and initial work flows and testing with the Symposium project team.
- ◆ Assigned the task as back-up ATM Service Manager and later, Back-up Non-Stop Banking Center Manager.
- ◆ Some of the tasks carried out for the ATM Service team and the Alternate Distribution Channels were, ATM Monitoring and Trouble-shooting, Debit Card Monitoring and Trouble-shooting, Utility Bills System, Monitoring and Trouble-Shooting and systems testing, Daily, Weekly,

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Monthly, MIS and Service Indicators for ATMs, Debit Card and Utility Bills, ATM Audit Checks, Alternate Distribution Monthly Analysis, Alternate Distribution Process Flows and Escalation Matrices, Alternate Distribution Manual.

Customer Care Unit (2003)

- ◆ Assigned an additional task of launching the Customer Care Unit.
- ◆ Set up the entire unit, which included, hiring, Process Flows, systems, policies, Service Level Agreements, Standard Operating Procedures, Turn Around Time. Managing the team. Daily Check on all logged in-process and expired complaints.
- ◆ Maintained an MIS for all Complaints Logged. Ensure accurate/timely correspondence to customers. Handled all sensitive complaints.
- ◆ Daily brief/debrief with team.
- ◆ Ensured 95% Turn Around Time was met for all complaints.

Training Manager:

- ◆ Official Training Manager for all new recruits for the Entire Bank.
- ◆ Also conducted mystery shopping and weekly training clinics for existing Non-Stop Banking Center staff, which was usually followed up with a quiz on the previous week's session.

ANZ Card Services (now Standard Chartered)

March 1998 – April 1999

Customer Services Officer

- ◆ Primary role was to service customers over the telephone, which included inquiries, complaint management, transaction processing and cross-selling.
- ◆ Additional assignments included maintenance of the attendance report, the address change MIS, Non-Stop Banking Center Call MIS, Officer Performance Report, Electronic Request System module testing, monthly shift schedule.

Training/Courses

- | | |
|---------------------------|-----------------------------|
| ◆ Individual Recognition | ◆ Inter Branch Transactions |
| ◆ Service Service Service | ◆ ATM (Phoenix Server) |
| ◆ Money Laundering | ◆ Value Chain |
| ◆ Interpersonal Skills | ◆ Team Managing Skills |

Interests & Social Activities

- ◆ Was the founding member of two of St. Patrick's Cathedral Choir Groups (The Shamrock Choir and Cathedral Choral Group). Vocal trainer for the Cathedral Choral Group and the guitarist for both choirs.
- ◆ Sports (cricket, basketball, badminton)
- ◆ Volunteered at Children's Academy of Performing Arts (CAPA) from 2005 to 2009, and prepared 'O' and 'A' Level students for violin, guitar and voice for exams for Music Level from 1 to 8

◆ References available upon request ◆

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