



Umair [redacted]

Nationality: Pakistani 📞 (+92) [redacted] **Gender:** Male

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📍 **Address:** [redacted]

ABOUT ME

Knowledgeable and dedicated customer service professional with extensive experience in outsourcing and offshoring. Solid team player with an outgoing, positive demeanor and proven skills in establishing client rapport. Motivated to maintain customer satisfaction and contribute to company success. Specialize in quality, speed, and process optimization. Articulate, energetic, and results-oriented with an exemplary passion for developing relationships, cultivating partnerships, and growing businesses. I am committed to maintaining professional associations to increase profitability and drive business results.

WORK EXPERIENCE

Account Manager

[redacted] [Aug 2022 – Current]

City: Lahore

Country: Pakistan

Successfully recovered bad debts for several banks of the GCC including the National Bank of Kuwait, FAB, RAK Bank, ADCB, Mashreq Bank, and National Bank of Abu Dhabi. Establishing repayment plans based on the circumstances of the customers. Identifying past-due customer accounts and contacting them via phone and email to collect payment. Assisting the company in taking legal action against debtors by providing necessary information. Exclusively arranged timetables and bank account usage plans with international partners. Created a spreadsheet to track how the resources granted to management each week were being used. Supervised a group of experts who used resources and local partners to recover bad debts. Worked with management to come up with improved strategies to employ the present staff. All accounts that were reported in any form were tracked to aid in getting results.

Key Accomplishments:

- Cleared FDCPA
- Won "Star Player of the month" award.
- Constantly received the highest possible management satisfaction ratings.
- Increase the company's annual revenue by delivering the highest level of accuracy.

Customer Sales Representative

[redacted] [May 2022 – Oct 2022]

City: Remote

Country: United States

Increased sales, promoted loyalty, and catalyzed retention by providing the best services. Retained effective team relationships with all support departments. Organized status reports, including activity, closings, and adherence to goals for weekly sales meetings. Kept accurate records of all sales and prospecting activities including sales calls, presentations, closed sales, and follow-up activities within assigned territory.

Key Accomplishments:

- Increased customer loyalty by providing high-touch customer service for about 50 customers per day.
- Increase the company's annual revenue by delivering the highest level of accuracy.
- Received employee of the month award 5 times along with incentives.

Technical Support Specialist

[Feb 2021 – Jul 2022]

City: Lahore

Country: Pakistan

- Answered a large number of calls of consumers, delivery partners, and merchants (Uber Eats & McDonald's) in a professional manner from the United Kingdom and Ireland region.
- Identified issues, analyzed information and provided solutions to problems.
- Created Salesforce cases for changing ownership, bank account details, and starting new application related issues.
- Resolved restaurants and stores' complaints with empathy.
- Scheduled a large number of call back for PSD2, a legal entity, and documents related issues.
- Documented every single action taken during the call as per the company's sops.
- Researched required information using available resources.
- Processed a large number of refunds to VIP (McDonald's) consumers directly in their bank accounts.

Customer Service Representative

[Feb 2019 – Jan 2021]

City: Lahore

Country: Pakistan

Inbound Call Center working on U.S-based projects. Responsibility to receive incoming calls and handle chat queries.

Following up with customers over email and informing them on order processing shipment fees and delivery time.

Following up with the broker in the U.S making sure the delivery should be safe, secure, and on time. Tracking shipments on a daily basis. Monthly and weekly reports submission.

- Assist in managing discrepancies and complaints.
- Research the status of orders.
- Resolve product or service problems by clarifying the customer's complaint, determining the cause of the problem, selecting and explaining the best solution to solve the problem, expediting correction or adjustment, and following up to ensure resolution.

EDUCATION AND TRAINING

Bachelor of Science in Computer Science

[2019 – 2022]

Address: Lahore (Pakistan)

Intermediate of Computer Science

Lahore [2016 – 2017]

Address: Lahore (Pakistan)

LANGUAGE SKILLS

Mother tongue(s): **Urdu**

Other language(s): **English**

DIGITAL SKILLS

My Digital Skills

Soft Skills

Flexibility/Adaptability / Detail-oriented / Initiative / Work Ethic / Active Listening / Problem Solving / Decision Making / Communication (Verbal & Written) / Critical Thinking / Leadership / Time Management / Creativity / Teamwork

Customer Support Services

Product Onboarding / Order Tracking / Order Processing / Email Support / Ecommerce Support / Customer Feedback Documentation / Phone Support / Payment Processing / Call Center Management / Complaint Management / Online Chat Support / Inbound Inquiry

Industry

Finance & Accounting / Retail & Consumer Goods / Fashion & Beauty / Tech & IT / Education / Food & Beverage / Real Estate / Sales & Marketing

Ticketing System Software

HubSpot / Zendesk / Help Scout / Bliss / Salesforce / Collect Co / Thrio / Zoho CRM / Jira

Other skills

Zoom / Scheduling / Data Entry / Microsoft Power BI / Slack / Troubleshooting / Remote Connection Support / Microsoft Word / Office 365 / Microsoft Outlook / Cold Calling / Debt Collection / Product Knowledge / Email Communication / Microsoft Teams / SaaS / Apollo / Multitasking / Microsoft Excel / Customer Relationship Management

LICENSES & CERTIFICATIONS

Certified Customer Service Professional (CCSP)

Customer Service: Handling Abusive Customers

Digital Marketing

E-Commerce Management

Search Engine Optimization