



Mian Asim Wahab

Professional Profile

I am a flexible and experienced insurance administrator with excellent time management skills. I am a good communicator with proven inter personal skills and am used to working in a team whilst also being capable of using own initiative. I am skilled In dealing with problems in a resourceful manner and negotiating to achieve beneficial agreement. I am always enthusiastic to learn and undertake new challenges.

Contact

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Address

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Hayat Abad near Cecos University
Peshawar

Expertise

- Leadership
- Teamwork
- Organization
- Adaptability
- Creativity
- Data analysis
- Critical thinking
- Time management
- Project management
- Interpersonal skills

Language

English

Urdu

Pashto

Experience

Mar 2023 - Present

Khazana Enterprise (Pvt) Ltd I (Project of Home Dept. & NTC)

Operational Supervisor

- Answering emergency calls and responding to the caller with empathy and professionalism.
- Gathering information from the caller and assessing the situation.
- Dispatching appropriate emergency services such as police, fire department, ambulance, or other services.
- Maintaining accurate and complete records of calls, incidents, and responses.
- Following established protocols and procedures for handling emergency situations.

2021 - 2023

Pehel 911 project of Ibex. global, Peshawar

Team Coach

- Creating schedules for agents based on forecasted call volume and staffing needs, while ensuring compliance with company policies and regulations.
- Monitoring call center performance in real-time to make adjustments to staffing levels and other resources to ensure service levels are met.
- Analyzing data to identify trends and opportunities for improvement, and making recommendations to management for process improvements.
- Generating regular reports on key performance indicators (KPIs) such as service levels, average handle time.
- Ability to multitask, prioritize and manage time effectively.

2016 - 2023

Ibex Global Origination at Jazz campaign | Islamabad

Team Coach

- Communicate the company's vision, purpose, and core values to the employees at the grass root level.
- Works cohesively with support departments to ensure improved performance results.
- Improve and facilitate teamwork and coordination through effective communication within the team.
- Take escalation calls when needed and promote exceptional customer service by providing first-hand resolution.
- Implement the organizational policies in his / her respective team.

2011 - 2016

Jazz campaign I Islamabad

Customer Executive

- Managing a team of representatives offering customer support.
- Resolving customer complaints brought to your attention.
- Monitoring the work of individual representatives and of the team.
- Possessing excellent product knowledge to enhance customer support.
- Maintaining a pleasant working environment for your team.

Professional Skills

Word, Excel

MS Excel is a spreadsheet program that is used to save data, make tables and charts and make complex calculations

EDUCATION

MS in HR	2007 - 2009
from institute of business & MGT Sciences Peshawar	
BBA (Hons 4 Years) HRM	2002 - 2006
from Institute of business & MGT sciences Peshawar	
HSSC	2000 - 2002
PAF College Risalpur	
SSC (General Science)	1999 - 2000
PAF College Risalpur	

Reference

Will be provided on demand.