

Waqas Javed BS(Hons) Computer Science

Personal Information

Nationality: Pakistani
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OBJECTIVE

To work with a team of highly motivated and professional members that will provide me an insight into the practical application of my knowledge and skills, seek a challenging position to commensurate with my qualification in career growing organization

EMPLOYMENT

CECOS University, Peshawar

Office Assistant (OGS)

08th Feb 2022 till now

Responsible for:

- Managing filing system (MS and PhD)
- Recording information as needed
- Updating paperwork, maintaining documents, and word processing.
- Creating, maintaining, and entering information into databases
- Provides information and process student's Transcript and degree request
- Perform other related tasks as per Instructions from senior management

Rehman Medical Institute RMI, Peshawar

1st Aug 2019 to 22nd Oct 2020

Team Lead Call Center

Responsible for:

- Develop Staff: Training, Coaching and Performance reviews

- Support Staff: Handle Escalations, Provide answers and guidance to staff
- Be a Manager: Lead and Inspire, communicate organization News, Facilitate Meetings
- Do Admin: Leave Approvals, Payroll information, Roster management
- Help with Rules and Regulations of the organization and organize engagement activities
- Maintaining KPIs for call center agents which includes Adherence, Quality and Appointments
- Helps in achieving service level (SL) of the Unit
- Updating and preparing performance reports for the Call Centre Manager
- Communicate with other departments regarding marketing campaigns, bills etc
- Proficient in Zoho CRM management, Zoho Desk and Zoho Surveys
- E Mail and Chat support

Zong, Pakistan

17th Sep 2014 till 25th July 2019

Customer Services Officer

Responsible for:

- Answer inbound calls in a timely and friendly manner
- Evaluate problems and complaints of the callers and provide proper solutions to them
- Respond to the needs of customers and provide personalized service
- Provide information on the company's products or services and generate interest in the offer
- Upsell products and services
- Process orders, forms, and applications
- Make relevant notes from customer interactions
- Identify any issues that customers might be struggling with
- Manage & update customer databases

Telenor, Pakistan

16th Sep, 2008 till 18th April 2014

Customer Relations Officer

Responsible for:

- Answer inbound calls in a timely and friendly manner
- Evaluate problems and complaints of the callers and provide proper solutions to them
- Respond to the needs of customers and provide personalized service
- Provide information on the company's products or services and generate interest in the offer
- Upsell products and services
- Process orders, forms, and applications
- Make relevant notes from customer interactions
- Identify any issues that customers might be struggling with
- Manage & update customer databases



Rotation in Service Intelligence Team(SIT): (15 Apr 2013 to 15 June 2013)

- Taking Voice of customer to minimize gaps between customer requirements and our internal processes.
- Monitoring and screening of quality related tasks
- Uses quality monitoring data management system to compile and track performance at team and individual level
- Provides actionable data to various internal support groups as needed.
- Coordinates and facilitates call calibration sessions for call center staff.
- Prepares and analyzes internal and external quality reports for management staff review.
- Reporting and Analysis
- Call Evaluation & Re Evaluation

Rotation in Network Operations Center (NOC): (3 Oct 2013 to 15th March 2014)

- Worked as a resource in NOC under career development program GROW 2.
- Assigned daily SRs to the concerned department for resolution off all network issues.
- Maintain all the records in database and close SRs on daily basis after resolution.

Volunteer Social Services:

- Work as Volunteer Social Worker for some days in our Program known as “Telenor HumQadam Program”.
- Fund raising activities for different Institutions of Special People namely SOS Children Village, Milestone, Rise etc.

EDUCATION

BS (Hons) Computer Science	2007	Kohat University of Science & Technology Kohat
F.Sc (Computer Science)	2003	FBISE Islamabad
SSC	2001	FBISE Islamabad

ACHIEVEMENTS

- Merit Scholarship in first Semester during my Bechalors degree in University
- CRO of the month(Quality Department)
- CRO of the month for March,2014
- I was also selected in Service Intelligence Team(SIT) through GROW program for 2 months
- Employee of the month in Zong for May 2016.



PROFESSIONAL SKILLS & EFFICIENCIES

- Proficient in Microsoft Office Suite. (Word, Excel, PowerPoint)
- Good writing communication skills
- Administrative and Interpersonal skills
- Ability to work under stress and in competitive environment.
- Soft spoken, debonair, disciplined and pleasant personality
- Efficient to build a good relationship, utilize skills of workforce.

LANGUAGES

- English speak, read, and write fluently.
- Urdu speaks, read, and write fluently.
- Pashto speaks, read, and write fluently.

