

Muhammad Azam

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Summary

Hardworking and knowledgeable well-versed in using scripts and personal expertise to address diverse customer concerns. Self-motivated and independent in sourcing and implementing solutions. Good conflict mediation and multitasking abilities.

I have more than 12 years of experience in call center Industry. experienced in B2B/B2C Inbound/Outbound Telemarketing, Customer Support, Admin Support, Technical Support, Appointment Settings, Lead Generation, Client Management, Product Management.

Skills

- Remote Technical Assistance
- Invoice Generation
- Supervision
- Process improvement
- Operational improvement
- MS Office
- Contract negotiation
- Administrative support
- Problem resolution
- Operations management
- Project organization
- Communications Customer service
- Training and development
- Troubleshooting and Diagnosing
- Remote desktop services and support
- Call center experience
- Technical Instruction

Experience

FTBS Inc

August 2020 to December 2020

Business Management Consultant

Lahore

- Researched and led investigations into various areas to drive improvements and devise new processes.
- Documented research findings and prepared polished reports highlighting results and potential improvement strategies.

Systems Ltd.

February 2020 to July 2020

Customer Service Representative

Lahore

- Assessed customer needs and upsold products and services to maximize sales.
- Asked probing questions to determine service needs and accurately input information into electronic systems.
- Educated customers on special pricing opportunities and company offerings.
- Set up and activated customer accounts to maintain QA satisfaction levels.
- Cultivated impactful relationships with customers and drove business development by delivering product knowledge.

Multiple Clients

April 2016 to January 2020

BPO Freelancer Lahore

Lahore

- Maintained daily calendars, set appointments with clients and planned daily office events.
- Consulted with customers to determine best methods to resolve service and billing issues.
- Prepared and processed contracts and order forms for new and existing customers.
- Cultivated professional client relationships by asking appropriate questions, identifying needs and providing insightful information regarding products.
- Negotiated and closed deals with minimal oversight.

Logic Strings

September 2014 to March 2016

Call Center Manager

Lahore

- Established strong and successful policies for employee actions and customer interactions.
- Developed quality assurance standards and established targets for all staff.
- Set and managed performance benchmarks for call center employees.
- Improved productivity initiatives, coordinating itinerary and scheduling appointments.
- Completed thorough opening, closing and shift change functions to maintain operational standards each day.
- Strengthened operational efficiencies and traceability, developing organizational filing systems for confidential client records and reports.
- Spearheaded training initiatives to improve employee performance and bottom-line business results.
- Recruited, hired and trained new employees, including monitoring and review of individual Performance

Voxcom Technologies

December 2013 to June 2014

BDM

Lahore

- Spearheaded sales meetings with staff, division president, closing coordinator and construction manager to share best practices for process improvements.
- Supported all sales team members to drive growth and development.
- Elevated team performance via strategic planning and coaching in areas of prospecting, sales and value-added presentations.

Systronic Pvt Ltd.

September 2012 to November 2013

Tele sales Representative

Lahore

- Contributed to team efforts by successfully accomplishing in daily sales goals.
- Helped new telemarketers learn best practices, communication strategies and performance standards.
- Broke down objections using friendly, persuasive strategies.
- Proficient at computer dialing and computer software.
- Set up new accounts and listed personal, demographic and payment information in system.
- Gave information about available products and services including membership details and purchase advantages.
- Made appointments with interested customers according to schedule availability.

Workman Furniture

May 2011 to August 2012

Customer Experience Manager

Lahore

- Oversaw addressing of customer requests for friendly, knowledgeable service and support.
- Drove customer escalations to resolution by engaging directly with clients.
- Provided detailed monthly departmental reports and updates to senior management.
- Dispatched drivers to meet daily delivery needs for company customers.
- Developed, implemented and monitored programs to maximize customer satisfaction and manage on-site customer service representatives.

Global BPO Solutions

Nov 2008 to April 2011

Call Center Supervisor

Lahore

- Facilitated individual coaching sessions with CSRs to realign productivity goals.
- Automated document flow by maintaining coaching and developing sessions, time-off requests and payroll data into database.
- Valuated employee job performance and motivated staff to improve productivity.

Education and Training

Quaid-E-Azam College of Accountancy & Commerce

Bachelor of Arts: Accounts

Lahore

I wasn't able to complete it because of some Family Issues

Board of Intermediate and Secondary Education

Associate of Arts: Accounts

Lahore

Al-Kitab School System

High School Diploma

Lahore

Activities and Honors

Web Surfing, Tours, Hiking, Video Games, Coffee,

Reference

Will be furnished upon request.