



MUHAMMAD QASIM

Assistant Manager Administration, Operations & Sales
Training, Quality Assurance & Development Expert
Customer Service & Experiences Expert

Profile:

I am professionally qualified, highly organized, energetic, hard-working and self motivated individual looking for a challenging role in a reputable organization to utilize my all professional 15 year working experience of different domains and skills for the growth of the organization as well as to enhance my knowledge about new trend of market.

Working Experience:

Training Officer & Customer Experience Executive:

Abacus Consulting (From Feb, 2022 to July, 2023)

Lahore, PK

While working Training officer & Customer Experience Executive I was looking to the below mentioned projects.

- HAIER Inbound Project
- Jazz Business Helpline Inbound Project
- Jazz Business Backend Non-Voice Project (B2B ,B2G , SOHO & SME Segments)
- Jazz Business B2B Social Media Project
- Jazz Consumer Outbound Project (NCU, JAT, POFM)

Training Program Prepared for projects:

- Email Etiquette Training Program.
- Best Customer Service Skills Training Program.
- Delightful Customer Experience Training Program.
- Training Program of HAIER.
- Training Program Prepared For JAZZ Business Voice & Non- Voice Projects.
- Training Program Prepared For JAZZ Consumer Voice Projects.

Key Responsibilities:

- Training of all new incoming batches.
- Attendance management of batches on daily basis and updation of separations accordingly to keep the record updated.
- Preparation of stipend files.
- Preparation of graduation profiles of batches.
- Internal & External IDs creation & deletion of all batches.
- (Win Back Activity) Call back to the dissatisfied customers.
- Corrective actions taken where required for customer satisfaction and to maintain the customer loyalty.
- Changes in processes for customer's facilitation to win the heart of customers.
- Identification of areas of improvement.
- Monthly performance review meetings with the client.
- Presentations preparation for meetings with clients.
- Reporting to the all higher management of client & project managers.
- QA team management in order to achieve the desired project quality target.
- Escalation team management for timely response of all higher level escalations and corrective actions.
- Hold & Audit team management to identify gaps and timely corrective actions in order to achieve the desired customer experience target.

Back-End Business Support Executive:

Abacus Consulting (From Apr, 2021 to Feb, 2022) Project: Jazz B2B & B2G

Lahore, PK

Key Responsibilities:

- Communication with the customers over the Email.
- Strong Follow up relevant teams to resolve the customer concerns with timely manners.
- Ensure the delightful customer experience to B2B corporate customers by providing the excellent customer services.
- Reporting to team leads and assistant manager of the project.
- Maintain quality of work.

Social Media Moderator:

Abacus Consulting (From Jan, 2021 to Mar, 2021) Project: Telenor Bank Easypaisa

Lahore, PK

Key Responsibilities:

- Quality work management.
- Answering of customer queries on Face book, Twitter, Instagram.
- Resolving the customers concerns within the describe TAT & with updated comprehensive product knowledge.
- Ensuring the customer satisfaction by providing best customer service.
- Reporting to team leads and assistant manager of project.

Back-End Support Executive:

Abacus Consulting (From Oct, 2020 to Dec, 2020) Project: Mover Zone

Dubai, UAE

- Communication with the customers over the whatsapp by using CRM and strong follow-up on sale leads.
- Reporting to team leads & assistant manager of project and meetings with client.



Sunset Apartment behind Burjamaan
Mall Al-Karama Dubai UAE.



Pakistani



21st March 1992



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60 Days Tourist Visa (Extendable)

Valid till 13th September 2023

UID Number: 218015023



[linkedin.com/in/muhammad-qasim-00b421145](https://www.linkedin.com/in/muhammad-qasim-00b421145)

Education

Bachelor of Commerce (B.COM) Position Holder

Punjab University
Year: 2010 – 2012
Grade: A+ (Excellent)

Intermediate of Commerce (I-COM)

Lahore Board
Year: 2008 -2010
Grade: A (Excellent)

Matriculation in Science

Lahore Board
Year: 2006 -2007
Grade: Good

Computer Course

Computer Training Course

Shalimar Computer Institute
Year: 2012
Grade: A

- ✓ Microsoft Excel
- ✓ Microsoft Word
- ✓ Microsoft PowerPoint
- ✓ English & Urdu Typing

Assistant Branch Manager:

KFC Americana Kuwait Food Company (From Feb, 2020 to June, 2020)

Abu Dhabi, UAE

Key Responsibilities:

- Responsible to ensure the best customer service in the branch and ensuring that staff is serving the food with timely manners.
- Maintain all the reports of opening, closing and required stock summary.
- Strong check and balance on shift staff and equipment of store.
- Participation in company meetings and seminars as required.
- Responsible to get good clearance certificate in ROCC audit of restaurant .
- Pass out instruction for all new Promotions, Discount, Up-gradation and implementation of new policies.
- Shift staff management within the store and smooth day to day operation management.

Computer Operator & Senior Document Controller:

Universal Pakistan Exchange Company B (From Feb, 2019 to Oct, 2019)

Lahore, PK

Key Responsibilities:

- Management of filling system of branch accordingly to audit standards.
- Keeping of all the Bills, Buying & Selling vouchers, Summaries of documents, SRO circular, NECTA circular etc in their files properly, in order to provide to the Branch Manager, Head office persons and Audit team person on the request.
- Responsible to ensure that all the buying and selling transactions recorded correctly and all vouchers information's are correct.
- Branch expenses record management.
- Coordination with audit team of head office.
- Responsible to send the report of buying and selling transactions to head office on daily basis.

Territory Sales Manager:

INNOMED PHARMACEUTICALS PRIVATE LIMITED (From Oct, 2017 to Jan, 2019)

Lahore, PK

Key Responsibilities:

- Strategic planning to increase the sale in Lahore Division.
- Reporting to the higher management on weekly basis about the performance of the team.
- Building good relation with our customers in the market.
- Responsible to increase the sale of products in the market in order to the sales target.
- Briefing about products to the sales staff and as well as in seminars.
- Weekly, monthly, quarterly & Yearly targets achieving.

Assistant Manager & Senior Admission Consultant / Advisor:

Mrzai Group of Companies (From Apr, 2013 to Oct, 2017)

Riyadh, KSA

Key Responsibilities:

- Administration management.
- Operational management.
- Reporting to the higher management on weekly & monthly basis.
- Building the good relation with national and international clients of USA, UK, Canada, NZ, Europe etc.
- Responsible for all operation related tasks.
- Monitoring and solving the disputable cases of customers.
- Coordinate with accounts division and ensure that all accounts and responsibilities are handled efficiently and effectively.
- Ensure continuous development & Improvement.

Sales Promotions Officer:

ATCO Laboratories Limited (From Sep, 2012 to Mar, 2013)

Lahore, PK

Key Responsibilities:

- Responsible for achieving sales targets.
- Presentation of company brands in seminars.
- Reporting to DSM on weekly and monthly basis.
- Dealing with the complaints of customers and resolving the issues.
- Responsible to keep the good knowledge of current situation of market and to create the good relation with customers.

Top Skills

- Multitasking
- Knowledge Management
- Reporting
- Sales Target Management
- Pressure Handling
- Training & Development
- Presentations Preparation
- Customer Experience
- Customer Service
- Leadership
- People Management
- Customer Handling
- Public Speaking
- Fast Typing
- Problem Solving
- Decision Making
- Problem Identification
- Client Management
- Communication
- Quality Management
- Processes Improvement
- Administrative Management
- Operational Management
- Document Management
- Email Management
- Escalation Management

Languages

English Language

- ✓ Written: Excellent
- ✓ Verbal : Excellent
- ✓ Spoken : Excellent

Urdu (Native Language)

- ✓ Written: Excellent
- ✓ Verbal : Excellent
- ✓ Spoken : Excellent

Arabic Language

- ✓ Written: Beginner
- ✓ Verbal : Beginner
- ✓ Spoken : Beginner

Hindi Language

- ✓ Verbal : Excellent
- ✓ Spoken : Excellent

Punjabi Language

- ✓ Written: Excellent
- ✓ Verbal : Excellent
- ✓ Spoken : Excellent

Account Officer:

Jelanne Biz Private Limited (From May, 2010 to May, 2012) Part Time

Lahore, PK

Key Responsibilities:

- Maintain books of accounts in computerize environment.
- Record of sale transactions on daily basis in the system.
- Providing the weekly and monthly reports of accounts to management as per their requirement.
- Coordinate with other accounts staff to make sure the accuracy of accounts.
- Ensure general ledger entries are accurate and in line with company procedures & international accounting standards.
- Responsible for daily funds position, receivable position & reporting to finance Manager.
- Petty Cash Management.

Recommendations:

1st Recommender:

- ❖ **Name:** Qaisar Murtaza
- ❖ **Designation:** Voice President
- ❖ **Company:** Abacus Consulting

2nd Recommender:

- ❖ **Name:** Fawad Chaudhry
- ❖ **Designation:** Assistant Vice President
- ❖ **Company:** Abacus Consulting

3rd Recommender:

- ❖ **Name:** Farhan Javed
- ❖ **Designation:** Head of Quality & Training Department
- ❖ **Company:** Abacus Consulting

4th Recommender:

- ❖ **Name:** Syed Shahnawaz Jafri
- ❖ **Designation:** Executive Lead of Training Department
- ❖ **Company:** Abacus Consulting

5th Recommender:

- ❖ **Name:** Khurram Naseer Butt
- ❖ **Designation:** Assistant Manager Operations
- ❖ **Company:** Abacus Consulting

6th Recommender:

- ❖ **Name:** Abdullah Majid
- ❖ **Designation:** Operations Management Associate
- ❖ **Company:** Abacus Consulting

7th Recommender:

- ❖ **Name:** Imran Rahmat
- ❖ **Designation:** Branch Manager
- ❖ **Company:** Universal Pakistan Exchange B Company Private Limited

Note: Recommenders contact details will be shared on demand.

Honors /Awards

Best Trainer Of The Year & Customer Experience Expert Appreciation Award

Issued By: Abacus Consultancy
Date : May, 2023

Best Trainer Of The Year Appreciation Award

Issued By Client: HAIER
Date : Dec, 2022

Appreciation For Maintaining Excellent Quality In JAZZ B2B Project

Issued By : Abacus Consulting
Date : Sep, 2022

Outstanding Performance Appreciation Award

Issued By Client : JAZZ
Date : Aug, 2021

Outstanding Performance Appreciation Award

Issued By: Mrzai Group of Companies
Date : April, 2016

Outstanding Performance Appreciation Award

Issued By: Mrzai Group of Companies
Date : Nov, 2014

Outstanding Performance Appreciation Award

Issued By: Mrzai Group of Companies
Date : Jan, 2014

Hobbies



Traveling



Learning



Training



Playing Cricket



Songs Listening