

ABDUL REHMAN LASHARI



CONTACT

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PROFESSIONAL TRAININGS

- Culture of Excellence
- Achieving through Feedback
- Stress Management
- Serve to Inspire
- Conveying Professionalism
- Critical Thinking & Innovation
- Leading with Passion
- Excel Advance
- Customer Experience
- Project Management (Mastering Your Project PMBOK)
- Emotional Intelligence for Success
- Certified Facilitator Program
- People Managers Toolkit
- Leadership & Team Building

ACCOMPLISHMENTS

- Won the award of "Retail Winner" of Quarter - 4 (2018)
- Won the award of "Call of Fame" for the Month of Oct 2012
- Won the award of "Best Support Staff" of the Month (July 2005)

PROFESSIONAL SUMMARY

An experienced professional with more than 19 years of diversified experience in Customer Oriented Industry, Business Development, Quality Assurance, Operations, Management and Retail Sales. Software & technical expertise for customer services, call center, CRM, workforce management, inventory & stock management, quality assurance, performance analysis, administration & coordination.

EMPLOYMENT HISTORY

Customer Experience Manager, 10/2022 – 01/2024

Optimus Consulting & Trade Limited Company - Istanbul, Turkey

Strategy Development, Customer Journey Mapping, Feedback Collection and Analysis, Cross-department Collaboration, Training and Development, Customer Support Enhancement, Monitoring Metrics & Innovation and Improvement.

Senior Account Manager, 03/2021 – 09/2022

Lavixo Call Service & Trade Limited Company – Istanbul, Turkey

Client Relationship Management, Investment Management, Financial Planning and Analysis, Risk Management, Compliance & Regulation, Continuous Education and Professional Development

Relationship Manager, 11/2019 - 02/2021

AIMS Consultants - Karachi, Pakistan

Client Relationship Management, Business Development, Communication and Reporting, Collaboration, Problem Resolution & Market Research and Analysis.

Retail Outlet Manager, 04/2018 - 09/2019

Bata Pakistan Limited - Karachi, Pakistan

Team Management, Sales and Performance, Inventory & Stock Control, Customer Service, Marketing & Promotions and Store Operations.

Commercial Experience Manager, 01/2017 - 03/2018

Jazz Pakistan - Karachi, Pakistan

Focuses on optimizing commercial interactions, ensuring customer satisfaction, and driving revenue growth through team leadership, sales and service strategic planning, process improvement, Customer Relationship Management, Training and Development, Performance Monitoring, Quality Assurance, Problem Resolution & Innovation and Technology Adoption.

Commercial Experience Supervisor, 02/2014 - 12/2016

Sales & Customer Care Regional Operations

Mobilink (GSM) - Karachi, Pakistan

Team Management, Customer Relationship Management, Training and Development, Problem Resolution, Cross-functional Collaboration, Reporting & Analysis, Quality Assurance, Adoption of Technology and Tools.

LANGUAGES

- English – B2
- Urdu – Native
- Hindi – B2
- Turkish – B1

Call Center Team Coordinator & Team Leader, 03/2007 - 01/2014 **Pakistan Mobile Communication Limited - Karachi, Pakistan**

Team Management, Support Team Operations, Training and Onboarding, Workflow Optimization, Call Monitoring and Evaluation, Quality Assurance, Reporting and Documentation, Performance Monitoring, Communication and Feedback & Adherence to Policies.

Customer Care Representative & QC Officer, 06/2006 - 03/2007 **Comset Services Limited - Karachi, Pakistan**

Customer Interaction, Issue Resolution, Product/Service Knowledge, Documentation, Quality Assurance, Performance Evaluation, Feedback and Coaching, Reporting, Process Improvement.

Customer Service Officer, 05/2004 - 04/2006 **TCS Private Limited - Karachi, Pakistan**

Customer Interaction, Shipment Tracking and Status Updates, Issue Resolution, Customer Assistance and Guidance, Complaint Handling and Record Keeping, Coordination with Operations Team and other departments, Customer Education and Communication.

EDUCATION

Bachelor of Science (Degree attested from MOFA) The University of Karachi - Pakistan

One year diploma in Information Technology Petroman Training Institute Karachi - Pakistan