

Abdul Mateen Hashmi

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PERSONAL PROFILE

An experienced professional with expertise in functions like Management, Sales, Customer service & Business Development. Being a generalist and problem solver by nature, I also founded a grocery delivery startup and scaled it to 1000 customers and 20 million PKR in revenue. My curiosity to learn new things also provided me with an opportunity to train AI models at Invisible Technologies.

CORE SKILLS

- Business Development & Sales
- Customer Development
- Customer Relationship Management
- Microsoft Word
- Microsoft Excel

EXPERIENCE

Invisible Technologies Inc. — AI Data Trainer (ChatGPT Trainer) (July 2022 - July 2023)

- Achieved a 25% improvement in response accuracy and relevance.
- Implemented a use case policy, ensuring 100% compliance and enhancing user experience by 30%.
- Led to a 35% improvement in predictive accuracy.

The Punjab Provincial Cooperative Bank Ltd. — Officer OG3 (Apr 2022 - Oct 2022)

- Managed daily cash operations of PKR:10M+, maintaining 100% accuracy.
- Reduced discrepancies by 80% through effective cash handling policies.
- Achieved a 90% recovery rate on delinquent accounts.
- Implemented strategic debt recovery plans resulting in a 30% increase in recovered funds.

Mindbridge Pvt Ltd — CSR at UberEats UK & Ireland (May 2021 - Apr 2022)

- Resolved 700+ customer complaints per week with a 95% satisfaction rate.
- Awarded "CSR of the Month" for exceptional service and problem-solving skills.
- Mentored and trained 150+ CSRs, improving efficiency by 25%.

Retailo Technologies — Telesales Representative (Oct 2020 - Jan 2021)

- Managed team of 10 telesales representatives to drive GMV growth for UAE Region.
- Increased GMV of 1000 assigned customers, improved MoM Cohort retention by 40% and improved APRU by 30%.

Shop Easy — Co-Founder (May 2020 - Sep 2020)

- Launched the first online grocery delivery service in Bahawalnagar, generating 2 million PKR revenue.
- Pivoted to an inventory-based model, improving delivery time, NPS, and gross margins.

EDUCATION

- B.Sc in Advance Computer Studies, Islamia University of Bahawalpur, 2017-2019.