

KASHIF DAR



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Passport No:AY799619

Contact Centre
Manager

PROFESSIONAL SUMMARY

Innovative and results-driven call center manager with 6 years of call center experience and over one year of placement in managerial roles. Adept at system management and improvement with an impressive record in reaching and creating actionable SMART targets, especially within the Bima insurance industry. Effective and personable customer service manager with continued professional development in business management.

WORK EXPERIENCE

Manager (Contact Center)
Milvik Mobile Pakistan

08/2021 -08/2023

- Provide assistance and updates to staff regarding the programs, policies, and procedures.
- Assign and delegate training of tasks to senior staff.
- Overview of the training process and incorporate new employees into call center when they're ready to take calls
- Conduct training via in person presentations.
- Create training processes for department.
- Gather data for review using the WhenIWork system.
- Responsible for meeting all call center and enrollment performance standards.
- Develops performance goals and objectives to ensure that members and customers are served well, and that the State is represented in the best way possible
- Motivates employees so that they work with customers in a positive, energetic, and helpful manner.
- Ensures achievement of learning objectives and performance metrics by associates according to pre-defined timelines.
- Ability to analyze operational problems and develop programs to alleviate problems.
- Reinforce field solution implementation at Call Center/Support Partners with time tracking and closed-loop feedback.

Team Lead

Milvik Mobile Pakistan

12/2017 - 06/2021

- Role plays with team to ensure product knowledge and build abilities to consult customers during phone conversations
- Communicate & train employees on any updates or changes in policies & procedures.
- Review and respond to Quality Assurance reports in order to mentor team members.
- Conduct daily team huddles to ensure that team members are provided with any process changes and/or updated information.
- Monitor team members to make certain that policies and procedures are being adhered to for the different services.
- Develop the team to ensure delivery of a consistent information and superior customer experience.
- Communicate information from management to team and vice versa.
- Work closely with team members to solve customer problems.
- Understand the agent's problems and weaknesses and address them



ACADEMIC BACKGROUND

BCOM-IT

Virtual University of Pakistan
2020

ICOM

Govt. Islamia College, Railway Road
Lahore.
2012

Matriculation

Govt. Boys High School, Shadbagh
Lahore
2010

SKILLS

- MS Office
- CCNA

Languages

- English
- Urdu
- Punjabi

Interests

- Cricket
- Fitness
- Book Reading
- Exploring New Places

Customer Care Executive

03/2017 - 12/2017

Ufone Call Center

- Perform duties as CRO in PSHD (primary and secondary health department
- Train newly inducted Agents and resolve their queries regarding their assigned work

Cashier

03/2014 - 12/2016

Al Hassan Garments