

# Muneeb Khurshid

CUSTOMER SUPPORT SPECIALIST

**Location:** Pakistan

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## OBJECTIVE

Highly motivated and results-oriented Customer Support Specialist seeking a remote position to leverage strong communication, problem-solving, and technical skills to deliver exceptional customer service and contribute to a positive remote work environment.

## PROFESSIONAL EXPERIENCE

### SUPPORT SPECIALIST

MONETIZEMORE, CANADA (REMOTE)

Dec 2020–Feb 2024

- **Over 3 years experience (remote) as a support specialist, including out-of-hours requests, when necessary, to provide the best possible service**
- **Responsible for the Starter Publisher's overall ad inventory and performance improvement**
- **Website and traffic pre-screening to comply with Google Ad Exchange set-up and Google policies**
- Assisted in the set-up of Ad Exchange in Google Ad Manager
- Google's Terms of Service on Display Advertising
- Ad Exchange account set-up
- Ad layout recommendation
- Display ad inventory setup
- **Tested different optimization strategies to help the publishers optimize their site performance and earnings**
- Technical troubleshooting of the issues related to the starter setup of the display ads on websites through basic knowledge of HTML and CSS and Chrome Dev tools

- **Post-live site audits to make sure that the site is compliant with Google policies to avoid policy violations**
- Helped in process improvements to streamline customer support processes, enhancing efficiency and effectiveness.
- **Helped customers with their payment and billing queries**
- Worked on different tasks and projects within and outside the department
- Worked on users' feedback to improve services and products
- **Maintained professional communication & develop strong relationships with customers to ensure business growth**

## **ADMIN AND SUPPORT MANAGER**

NEW HORIZONS CO, PAKISTAN

Aug 2017- Dec 2020

- **Led a team of agents in their daily tasks including marketing, coordinating, and documentation**
- Ensured tasks were completed within the designated timeframe, meeting the quality expectations of clients
- **Facilitated effective communication and collaboration within the team and with external stakeholders.**
- Prepared regular process status updates for management
- Fostered a positive and productive work environment
- **Demonstrated excellent presentation skills by guiding conversations about complex software**
- Built and improved internal processes while maintaining timely delivery for customer-related projects
- Applied knowledge of agile methodologies

## **SITE ENGINEER**

NAWAR KHAN TRADING AND CONTRACTING W.L.L. DOHA, QATAR

May 2015 - Aug 2017

- Laying of the road in the Shell Gas Plant in Ras Lafaan Industrial City (RLIC) Doha, Qatar
- Asphalt works for 93 - Villas Salam Garden, Ain Khalid, Doha Qatar
- Reinstatement of road works for Public Works Department Asghal, Doha Qatar
- Coordinated between clients, operations team, and vendors
- Managed construction activities on given sites
- Coordinated with the technical and logistics departments

- Got Approval for the work done through requests for inspection
- Generated Invoices for the work done
- Preparation of daily progress reports, and material sheets for the record

## **ESTIMATION AND TECHNICAL ENGINEER**

AL BAWAKIR UNICON, DOHA, QATAR

Dec 2014 – May 2016

- Important Projects: Shapurji Towers, Qatar Rail, Qatar University, Staff accommodation and residential buildings for Qatar Academy, Msheireb Downtown Doha phase 3 (MDDP03)
- Attended pre-quote and post-quotation meetings with all clients, clarified doubts in specifications, and finalized the rates
- Supervised the preparation of technical documents: bidding documents, method statements, risk assessments, compliance sheets, and construction drawings
- Coordinated with clients, operations team, and vendors Managed all vendors and subcontractors

## **INTERNEE ENGINEER**

NESPAK, PAKISTAN

June 2013 – July 2013

- Naluchi Bridge project Muzaffarabad Azad Kashmir.
- Observed the Construction of T balanced cantilever extra dosed section

## **CORE COMPETENCIES**

- **Remote Work Skills:** Self-Motivation & Tech Savvy
- **Customer Service Skills:** Problem-Solving, Empathy & Product Knowledge
- **Communication Skills:** Verbal and Written Communication & Active Listening
- **Organizational Skills:** Attention to Detail, Data Analysis & Documentation
- **Soft Skills:** Patience, Adaptability & Time Management
- **Technical Skills:** Multichannel Support & Technical Troubleshooting
- Critical thinking, Team Collaboration, Flexibility & Leadership

## EDUCATION

### **BACHELOR OF CIVIL ENGINEERING**

National University of  
Science and Technology,  
Islamabad  
2010 - 2014

### **HIGHER SECONDARY SCHOOL/F.Sc**

Government Model Science  
College, Muzaffarabad,  
Islamabad  
2008 - 2010

### **SECONDARY SCHOOL/MATRICULATION**

Army Public Schools And  
Colleges System,  
Muzaffarabad  
2006-2008

## CERTIFICATIONS

- Drive Advertising Revenue with Google Ad Manager (Publisher University)
- DoubleClick For Publishers Level 1 (Publisher University)
- Ad Exchange Level 1 (Publisher University)
- DoubleClick For Publishers' Small Business (Publisher University)
- AdSense Certification
- Advanced Ad Optimization Certification
- Basics Of WordPress Ad Inserter
- Customer Service Refresher Course
- Google Ad Manager (Pubguru University)
- Responsive Web Design Certification ( Free Code Camp)
- Google Analytics
- Core Web Vitals
- Data Analysis and Presentation
- Introduction to Video Ads
- Learning Chrome Web Developer Tools
- Introduction to Project Management
- Mastering Communications Essentials in The Modern Workplace
- Notion Certification
- Salesforce Certification
- Data Studio by Google
- Google Ad Exchange
- Google Publisher Policies and Restrictions
- HubSpot Certification
- Java Script Algorithms and Data Structures (Beta) Certification (Free Code Camp)

## AWARDS AND ACCOMPLISHMENTS

- Secured 2nd position (Silver Medal) in pre-engineering in Azad Kashmir in Higher Secondary School Examination
- Member of the Quarter in Monetizemore
- Highest Performance Review Scores in Monetizemore
- Excellent Performance Award at Al Bawakir Unicon, Qatar

## PROJECTS

- Project Kinisi: to increase the viewability of ads on websites
- Analyzing lost customers and convincing them to rejoin Monetizemore through data analysis
- Development of SCCS (Self Compacting Cementitious System) with Lime using Marble Powder and Bagasse Ash
- 2d & 3d Modelling of a School Building in AutoCAD
- Digitization And Geo Referencing of Maps in Arc GIS
- Scheduling In Primavera
- Planning of a Housing Society According to LDA Regulations

## COMPUTER SKILLS

- Microsoft Excel
- Microsoft Word
- Adobe Illustrator
- WordPress
- Canva
- Chat GPT, Gemini
- Primavera
- Micro Survey Cad, Auto Cad
- Notion
- HubSpot
- Salesforce
- Slack
- G Suite
- Google Ad Manager
- ArcGIS, Slide 6.0, Rock Plane
- Sap2000, Autodesk Revit