

JAHANZAIB KHAN

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Objectives

My aim is to work in a reputed professional organization to play a pivotal role in contributing to its success and growth while developing a long-term relationship based on trust and loyalty.

Experience

1. AXACT

October 2016 – Present

➤ Account Manager Auto Trade- Brand

Responsibilities:

- Monitor Communication through all channels and Activities of Customer Support/Sales department and QA Department to ensure Compliance and Quality as per the set Standards.
- Analyze Refund/Dissatisfaction/Product issue Cases for Online payments/product and take necessary actions
- Risk analysis to avoid charge backs through call monitoring and Script monitoring tools.
- Providing Feedback, Coaching and counseling with Targeted Trainings to Customer Support / Sales Executives/ QA Executives.
- Draft quality assurance policies and procedures related to Customer Service/Experience/System and Processes
- Evaluate/investigate Online Payment transactions, customer complaints and non-conformance issues according to Quality assurance standards
- Develop, recommend and monitor corrective and preventive actions
- Train and develop stake holders on quality standards and principals
- Assists functional/department managers and cross-functional teams in the implementation and assessment of correct actions, as necessary for quality improvement
- Reports and enhance process and system gaps to increase positive customer experience
- Identifying/smoothing Shipment Process of the Automotive Products and escalating to the relevant departments for smooth Delivery and Operations
- Liaison with Operations department, Client and other support functions to ensure the accomplishment of Quality Assurance/Customer Experience/Service objective
- Continuous follow-up's on the Acquisition of the Vehicle from Operations and Bidding dept.
- Monitoring Payment Lifecycle of Customers and following up on 100% payment recovery from customers through Operations dept.
- Performing complete Account management/monitoring/Execution/Followups/Case Study of the Customer from Bidding till Shipment

2 DARAZ.PK

April 2016 – October 2016

➤ Customer Service/Experience Analyst

Responsibilities:

- Managed a high-volume workload within a deadline-driven environment. Resolved an average of 100 inquiries in any given week and consistently met performance benchmarks in all areas.

- To manage customer programs & projects to deliver customized solution and improvements in services. The customer programs & projects are related to new lanes from existing customers or new business acquisitions responses, solution implementation & post-sales support.
- Taking immediate and all possible measures to resolve customer's problem keeping company policies in view.

3 JOVAGO-ROCKET INTERNET GMBH June 2015 – April 2016

➤ **Team Lead- Customer Service**

Responsibilities:

- Execution / Planning of various projects to revamp the revenue.
- Complaint Management via appropriate methodologies.
- Preparation of documents related to In-house Audit and Procurement.
- Carrying out Training Need Analysis for improvement of Center's Quality.
- Induction of new Vendors as per the policy.
- Following up on Payments from vendors
- Resolving Customer Issues and negotiate on acquisition and prices/Discounts/Offer, Reports and enhance process and system gaps to increase positive customer experience
- Liaison between Operations/CS/CS Experience and QA Team.
- Managing a Team of 6 Dedicated Customer Support executives and following up on Vendor/Customer issues and matters.

4 AXACT August 2014 – June 2015

➤ **Quality Assurance Specialist**

Responsibilities:

- Monitor Calls and Activities of CS/Sales department and QA Department to ensure Compliance and Quality as per the set Standards.
- Risk analysis to avoid charge backs through call monitoring and Script monitoring tools.
- Providing Feedback, Coaching and counseling with Targeted Trainings to Customer Support / Sales Executives.
- Focused / Targeted Evaluations for improvement / Compliance of Red Flags, Process flows.
- Draft quality assurance policies and procedures
- Evaluate transactions according to quality assurance standards
- Investigate customer complaints and non-conformance issues
- Develop, recommend and monitor corrective and preventive actions
- Prepare reports to communicate outcomes of quality activities
- Identify training needs and organize training interventions to meet quality standards
- Corrective action escalation
- Reports and enhance process and system gaps to increase positive customer experience

➤ Senior Quality Assurance Specialist –Customer Service

Responsibilities:

- Managing teams of QAEs/TLs QA assigned on different campaigns that had to ensure all client processes and procedures are implemented in respective campaigns in order to ensure desired level of Service Quality.
- Supervising Continuous Improvement projects with planned approach and within agreed time frames.
- Providing Feedback, Coaching and counseling to Customer Support Executives.
- Carrying out Training Need Analysis for improvement of Center's Quality.
- Analyzing data to extract focus areas and fixing areas of improvement through "Focused Refresher Trainings".
- Conducting Daily Huddles, Periodic Team Meetings and Quizzes to Improve Quality Scores, FCR [First Call Resolution], CSI [Customer Satisfaction Index] and to reduce Customer Complaints.
- External requirements including Customer Expectations. Promoting Quality achievement and performance improvement throughout the organization.
- Liaison with Operations department, Client and other support functions to ensure the accomplishment of Quality Assurance objective
- Conducted various trainings as Quality Assurance executive and was nominated to work with Organizational Development Team which further polished my training skills
- Responsible to ensure FCR, CSI and Service Quality targets are met for all the campaigns through effective planning and execution
- Ensuring that the services provided by Ibox Global are fit for purpose and meets both internal and external requirements including Customer Expectations. Promoting Quality achievement and performance improvement throughout the organization

Trainings

1. 1 month Official Training of Telenor Products & Systems.
2. Improving Customer Services.
3. Handling difficult people.

Qualification

Ser	INSTITUTION / UNIVERSITY	DEGREE	FIELD
1.	Karachi University	Bachelor	Commerce
2.	Govt. National College	Intermediate	Commerce
3.	Karachi Public School	Matriculation	Science

Skills

1. Proficient in using MS-Office.
2. Leading Team Player.
3. Good oral and written communication skills.
4. Fluent in speaking different regional languages of Pakistan,
 - Urdu
 - Hindko
 - Pushto
 - English

