

Abdul Haseeb Tahir

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Visa Status: Visit Visa Valid Till 30 January



Customer Service Supervisor | Team Leader

I am a dynamic team leader with 6+ years of experience and a track record of successfully leading teams, driving operational efficiency while achieving great customer satisfaction, and ensuring high standards of customer service. Well-versed in tools like Zendesk, Salesforce and majority of the communication tools while developing and implementing policies and procedures to drive operational excellence, improve customer satisfaction and increase profitability. Possesses excellent problem-solving, communication, and organisational skills. Adept at problem-solving, conflict resolution, and identifying opportunities for process improvement.

KEY COMPETENCIES

- Genuinely Empathic Persona
- Employee Supervision
- Business Development
- Customer Experience
- Operations Management
- Team Leadership
- Service Delivery Management
- Customer Service
- MS Office/G Suite

PROFESSIONAL EXPERIENCE

c2o Pvt Ltd | Islamabad

Feb 2019 - Nov 2023

Assistant Manager - Operations

Lead department-wide operations of customer service teams, achieved growth of 120% in two years. Spearheaded the development and implementation of FCR program while achieving promising growth in customer happiness. Improved employee retention by adopting a new internal communications methodology and restructured employee benefits.

Accomplishments:

- Achieved 70% growth in operational excellence by developing and implementing operational policies and procedures to improve efficiency and customer service.
- Ensured compliance with all applicable laws, regulations, and standards related to operations management.
- Developed positive relationships with external stakeholders such as clients or other departments.
- Created detailed reports on operational performance metrics such as cost savings initiatives or employee productivity rates.
- Collaborated with cross-functional teams across various departments on projects related to operations management.

WTC, Giga Mall | Islamabad

Jan 2018 - Jan 2019

Sales Trainer

Train and lead a team of sales executives for the sale of luxury suites and offices in WTC, achieving growth of 65% in 6 months. Hired a new application consultant to help improve team capabilities.

Accomplishments:

- Achieved remarkable growth by developing and implementing effective training programs to meet organisational objectives, resulting in increased sales revenue.
- Slashed employee turnover rate by providing one-on-one coaching sessions with team members and also to enhance their sales abilities resulting in increased productivity.
- Created and delivered engaging presentations that encouraged collaboration and knowledge sharing among teams.

Carrefour | Islamabad

Feb 2017 - Jan 2018

Senior Customer Service Representative

Started as a CSR and then promoted to lead a team to achieve a remarkable growth of 55% in customer satisfaction within 6 months. Recognising the need for improvement, worked with full efficiency and dedication resulting in streamlined processes and heightened customer support.

Accomplishments:

- Provided excellent customer service to a diverse range of clients, building strong relationships and ensuring high levels of satisfaction.
 - Handled escalated situations calmly while maintaining positive relationships with customers throughout the process.
 - Demonstrated ability to work independently under minimal supervision while meeting daily objectives and goals set by senior staff members.
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EDUCATION

International Centre of Excellence - ICE

Feb 2021 - April 2023

Pearson BTEC Level 5 Higher National Diploma

FBISE

Jan 2018 - March 2020

Intermediate - Economics

CERTIFICATIONS

Google, Coursera

Google Project Management Certificate - 2022

Virtual University - Pakistan

Data Analytics & Business Intelligence - 2022

LinkedIn Learning

Customer Service Management Certificate - 2023

LANGUAGES

English

Bilingual

Urdu

Native

Arabic

Beginner

VOLUNTEERING

Volunteer

United Nations Association of Pakistan (UNAP)

Sep 2022 - Present

Volunteer

The Citizens Foundation - Pakistan

Jan 2023 - Present