

Saad Azhar Ali

Experienced Team lead, ensuring team members perform tasks timely and in organized manner. Assign tasks, train employees, provide feedback, mediate interpersonal conflicts and implement company procedures. Excellent communication and listening skills. Provide leadership and vision which drives teams to meet goals.



Work History

2020-02-
2020-till
date

Manager Compliance & Customer Service

International Hospitality Investment Group, Pakistan

- Organized daily workflow and ensured appropriate staffing to provide optimal service.
- Collaborated closely with upper management to drive strategy through development and implementation of new processes.
- Supervised daily operations and sales functions to ensure maximization of revenue, customer satisfaction and employee productivity
- Responded to customer inquiries via phone, email, and web-based platforms.
- Making Payroll and Shift scheduling of the employees.
- Insuring the KPI have been followed.
- Handling escalated customer.
- Ensuring that all Social Media Comments (Facebook, Instagram LinkedIn & YouTube) are replied in timely manner
- Training the new hire.
- Develops initiates, maintains, and revise policies and procedures for the general operation of the Compliance Program.
- Keep a close look on activities to prevent illegal, unethical, or improper conduct. Manages day-to-day operation of the Program.
- Collaborates with other departments (e.g., Operations, Training, Quality Assurance etc.) to direct compliance issues to appropriate existing channels for investigation and resolution.



Personal Info

Address

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Phone

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E-mail

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Skills

training and helping
team members

Extremely organized

Advanced critical
thinking

Interpersonal and written
communication

Expert Level MS Office

2019-11-
2020-02

Senior Executive Support & Services

Level 3 Back Office, Karachi, Pakistan

- Communicating with the store about maintenances related issue.
- Arranging vendor for the store.
- Ensuring that maintenances issue is resolved in the timely manner.
- Collaborated closely with management to ensure that task is done cost effectively.
- Making sure that all the vendor payment is done in timely manner.
- Double check that works is done on the agreed amount.

2018-01 -
2019-08

Team Lead

Tribe Consulting, Karachi, Pakistan

- Applied best practices in customer service, sales and employee management to exceed organizational goals.
- Organized daily workflow and ensured appropriate staffing to provide optimal service.
- Collaborated closely with upper management to drive strategy through development and implementation of new processes.
- Developed new employees and on-going performance assessment of current employees.
- Managed total department call volume of 4000+ calls per week and coordinated department schedules to maximize coverage during peak hours.
- Handled complaints, provided appropriate solutions and alternatives within appropriate timeframes, and followed up to ensure resolution.
- Performed duties and provided service in accordance with established operating procedures and company policies.

- Supervised daily operations and sales functions to ensure maximization of revenue, customer satisfaction and employee productivity,
- Researched complex problems and resolved issues in timely manner.

2016-11 -
2017-11

Customer Service Specialist

Square Trade (TRG), Karachi, Pakistan

- Maintained customer happiness with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Provided customers with detailed information on company products, services and materials.
- Increased efficiency and team productivity by promoting adherence to operational best practices and company policies.
- Offered international customers first-rate customer service to maximize satisfaction and business success.
- Preserved revenue streams by utilizing strong communication and negotiation skills, offering refunds as last resort to maintain customer satisfaction.
- Responded to customer inquiries via phone, email, and web-based platforms.
- Operated in dynamic, high-volume environments to provide skilled assistance numerous customers each day.
- Accurately tracked and recorded all customer interactions in CRM platform.
- Requested escalation for unresolved issues.
- The above are a some of the many daily quality tasks I had performed.

2012-01 -
2016-06

Operations Manager

SK Batteries PVT Ltd (distributors Of Osaka Batteries), Karachi, Pakistan

- Protected company assets from loss such as theft or damage by setting and enforcing effective security policies.

- Established and administered annual budget with effective controls to prevent overages, minimize burn rate and support sustainability objectives.
- Partnered with vendors and suppliers to effectively manage and budget for Automotive batteries inventory
- Reviewed financial reports each day and investigated variances with accounting staff to keep records accurate.
- Led warehouse improvement initiatives to advance operational efficiencies and increase revenue.
- Provided excellent customer care to maintain and improve customer relations, strengthen loyalty, and increase product and service sales.



Education

Diploma in Air Ticketing & Reservations System

College of Tourism and Hotel Management - Karachi

High School Diploma

Board of Intermediate Education – Karachi

O-level

*Board Cambridge International Examination (CIE)
Karachi*



Languages

Expert English