**Curriculum Vitae**

**Name:** Hadeel Piyar Ahmed

**Age:** 26

**Gender:** Male

**Nationality:** Pakistani

**Birth Place:** Jeddah

**Mobile No.:** 0578850196

**Languages:** Fluent English & Urdu

7 Years of Experience in Contact Center handling various client requests & managing Overall Quality of Employee etiquette with the customers. Created multiple systems of Knowledge distribution using intranet Websites, Promotional Posters & by compiling necessary data for quick, efficient & effective Data distribution among large number of employee groups.

**Qualifications (Majors)**

* Gained “A” Grade in IT (Computer Science), IGCSE
* Gained “A” Grade in Chemistry, IGCSE
* Gained “A” Grade in Physics, IGCSE
* Gained “C” Grade in Accounting, IGCSE
* Gained “B” Grade in ICT (Computer Science), A-levels

**Work experiences**

**Quality Assurance**

Currently working as Quality Supervisor at Etisal International where I monitor the Lebara call center’s overall quality performance which includes:

1. Grading Overall Call Quality of agents
2. Grading Social Media conversations Quality of agents
3. Coaching & training agents on key points of error
4. Presenting overall targets achieved with details weekly to required teams

(From November 2015 - Present)

**Web Developer**

Working as a Front-end web developer for various projects of Etisal KSA such as Lebara, Samsung & Saptco, I’ve created multiple Knowledge distribution intranet. Following are some of the Projects I handled:

**Samsung** (From September 2021 - Present), **Lebara** (From March 2016 - Present), **V Mobile** (From December 2019 - Present), **Saptco / Rekab:** (From January 2017 - Present), **Ministry of Sports:** (From October 2021 - Present), **Saudi Exports** (From November 2018 - Present)

Below are some of the features that were present:

1. An intuitive CMS using Word press for quicker updates
2. Appealing & Intuitive UI.
3. Easy to use navigations.
4. Images to assist knowledge distribution.
5. Search functionality.
6. Data sorting & navigation for addresses or store locations.
7. Post Ratings
8. Logins for Users
9. Multiple languages functionality & more.

(From March 2016 - Present)

**Graphic Design Projects**

Worked as a Graphic designer for projects of Etisal KSA to assist knowledge distribution. This Includes:

1. Creation of Educational videos explaining various tasks or processes.
2. Creation of Educational posters explaining various tasks or processes.
3. Creation of reward banners & certificates for Employee of the month.
4. Creation of educational banners for various intranet sites.

(From March 2018)

**User Manual for Customer Service**

Designed & supervised the creation of Customer service documentation booklet for Lebara Mobile containing the following features:

1. Precise and easy to understand processes on how to handle calls
2. How to troubleshoot various issues
3. Precise details on how to use available softwares
4. Details on how to handle customer complaints or requests

(October 2019)

**Call Center Agent**

Worked as a call center agent at Etisal KSA solving multiple customer queries everyday under Lebara Mobile.

(August 2014 till November 2015)

**Skills**

1. Can create fully functional site using Word press.
2. Can create front-end static sites with HTML, CSS or Bootstrap.
3. Proficient at solving code bugs & errors (Front-end).
4. Proficient at MS office applications (Word, Excel, Powerpoint).
5. Can create and manipulate images by using softwares such as Adobe Photoshop.
6. Can create & edit videos by using softwares such as Sony Vegas Pro or Adobe Premiere Pro.
7. Proficient at research / development in General.