

Munqaiz Wani

L&D Manager, Kyari Solutions pvt. ltd. (CAN JOIN NOW))

Summary

Market focused International Business Educated Professional with successful marketing, Business Planning, Strategic Management, Human Resource and Customer Relationship management Experience. Masters Dissertation on the Role of Islamic Banking in Britain. Firsthand experience of Recruiting, Legal Documentation and Legal Proceedings. Management experience in Branding, Product management and Human Resource and Finance. Working experience of FDCPA and worked in an environment adhering to Financial Crime Prevention (FCP) and Personal Account Dealing (PAD) Procedures.

Specialties

Management, Customer Service and Law

Experience

L&D Manager at Kyari solutions Pvt. Ltd

May 2014 - Present (1 year 3 months)

August 2011 - March 2012 (8 months)

Worked as both inbound and outbound executive for British Gas. Used to call customer's to change their energy meters. Besides that upselling, Cross selling and Customer service was the main aim of my job profile. Dealing in all kinds of payments over the phone and also dealing with complicated customer queries.

Business Customer Specialist (O2, Telefonica UK) at Randstad UK

December 2010 - July 2011 (8 months)

Providing customer Service to all business customer of O2. Working out their bills, finance, upgrades, new connections, network, payments, contracts, resigns etc. Cross-selling, up-selling, Promotions, retentions and making new customers for O2. Managing Customer contracts O2 partners, other network providers, Stores etc. Turning O2 customers into O2 fans.

Customer Service and Technical Advisor at Molson Coors Brewers

February 2008 - August 2010 (2 years 7 months)

Languages

Urdu	(Limited working proficiency)
Hindi	(Full professional proficiency)
Kashmiri	(Limited working proficiency)
Punjabi	(Elementary proficiency)
English	(Full professional proficiency)

Skills & Expertise

Team Management
Management
Business Development
Business Strategy
Recruiting
CRM
Training
Business Planning
Human Resources
Strategic Planning
Customer Service
Time Management
Team Building
Sales
Leadership
Vendor Management
Customer Satisfaction
Marketing
Banking
Product Management
Process Improvement
Corporate Law
Family Law
Criminology

Education

Activities and Societies: Activities include seminars, debates and Moot courts. I was a part of every activity in the University besides representing my University at the national level in Soccer, I had also played Cricket for the University.

Amar Singh College

Bachelors in Science (B.Sc); A' Levels, Chemistry, Zoology; Mathematics, English, 2000 - 2003

Activities and Societies: Attended every seminar, debate and group discussions held by the College.

Represented College at various Sports including Cricket and Football.

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[Contact Munqaiz on LinkedIn](#)