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|  | Muneeb **Abedi**   |  |  | | --- | --- | | **Address**Al Mahmood, Doha, 00000  **Phone**+97471721616  **E-mail**muneebabedi@gmail.com | WWW https://bold.pro/my/muneeb-abedi-230926074502/483  LinkedIn https://www.linkedin.com/in/muneeb-abedi-2bb786155 | |  |

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To seek and maintain full-time position that offers professional challenges utilizing interpersonal skills, excellent time management and problem-solving skills. Results-driven candidate with successful track record of providing administrative support in busy office environments. Adept at handling multiple projects and prioritizing tasks. Excellent work ethics and strength in boosting company's morale.

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| **Skills** |

Business Management 

Very Good

Communication Skills 

Very Good

Management Skills 

Excellent

Telecommunication 

Excellent

Outsourcing 

Excellent

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| **Work History** |

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| 2022-06 - 2023-08 | **Dashboard Analyst / Customer Service Rep/ Recruiter**  *Kidztopros, California (Remote)*   * As a Dashboard Analyst at Kidztopros, my primary responsibility was to ensure smooth scheduling and effective coordination of instructors for daily operations. * Managed more than 400 instructors for 5 States i.e. NJ, TX, IL, CO, CA, * Provide accurate and detailed information about products or services to customers, addressing their questions, troubleshooting issues, and offering Appropriate solutions or recommendations. * Resolve customer complaints or escalate complex issues to the appropriate departments or supervisors, following established protocols and ensuring timely resolution |

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| 2022-05 - 2023-07 | **CEO**  *ConnectCov, Lahore*  **DU Telecommunication**   * As an entrepreneur at **ConnectCov**, I spearheaded a strategic partnership with a prominent **UAE-based company, DU**. Through my leadership and strategic acumen, I successfully orchestrated a remarkable 70 percent increase in DU's sales performance, a testament to my ability to drive tangible business growth and deliver results. * Built productive relationships with industry partners and competitors to support strategic business objectives. * Managed partnerships and strategic business relationships by negotiating contract terms and handling conflicts. |

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| 2022-03 - 2022-06 | **Quality Analyst**  *Premier BPO, Lahore*  **Key Responsibilities**:   * Audit Sales Calls: Listen to recorded sales calls to assess adherence to established protocols, guidelines, and best practices. * Compliance Assessment: Evaluate the sales representative's performance against predefined criteria, including script adherence, customer interaction, objection handling, and regulatory compliance. * Documentation: Maintain accurate and detailed records of audited calls, highlighting areas of non-compliance or improvement opportunities. * Reporting: Prepare comprehensive reports summarizing audit findings and recommendations for improvement, ensuring timely submission to respective supervisors and managers. * Feedback and Coaching: Provide feedback to sales representatives on their performance, highlighting areas of improvement and offering suggestions to enhance sales techniques and adherence to protocols. |

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| 2021-11 - 2022-03 | **Revolut KYC- Team Coordinator**  *MINDBRIDGE PVT LIMITED, Lahore*   * Offer routine instructions to team members on job responsibilities. * Verifies all aspects of Client Identification Program and necessary account opening documents * Performs checks on all employees, consultants, vendors, contractors and third party advisers against World Check Risk Screen, FinCEN list, and OFAC Specially Designated Nationals List (SDN) and Blocked Persons list. * Oversees the training of new employees in various lines of business. |

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| 2020-03 - 2020-11 | **FoodPanda Partner Service- Assistant Ops Manager**  *MINDBRIDGE PVT LIMITED, Lahore*   * Maintaining an overall management style that follows company best practices. * Providing leadership and direction to all employees. * Ensuring product quality and availability. * Preparing and presenting Business Reviews. * Organizing all the CRM's, Backend/BackOffice and employee schedule. * Troubleshooting major tools when needed. |

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| 2019-08 - 2020-03 | **FoodPanda Rider Support- Supervisor**  *MINDBRIDGE PVT LIMITED, Lahore*   * Managing work flow. * Training new hires. * Creating and managing team schedules. * Reporting to HR and senior management. * Evaluating performance and providing feedback. * Handling rider's escalations. |

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| 2019-06 - 2019-08 | **Customer service Representative**  *MINDBRIDGE PVT LIMITED*   * Helping customers with complaints and queries, giving them relevant information about products and services, take orders, process & returns * By helping customers understand the product and answering questions about their reservations. |

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| **Education** |

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| 2016-09 - 2020-12 | Bachelors: Computer sciences  *UNIVERSITY OF SOUTH ASIA - Lahore, Pakistan* |

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| 2014-09 - 2016-12 | Intermediate: Computer sciences  *GOVERNMENT ISLAMIA COLLEGE - Lahore, Pakistan* |

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| **Languages** |

English

Urdu

Punjabi

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| **Tools** |

* **Live Chat**(Zendesk, Zopiem, Freshchat, Salesforce, Intercom)
* **Email Support**(Salesforce, Bliss)
* **Reporting**(Microsoft Officce, FreshDesk, Tableau, MondayBoard)
* **Dialers**(NVM, Zapier,JustCall ,Cisco)
* **Scheduling**(Rooster, ShyftPlan)