SADIA KHAN

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Personal: A strategic, intellectual and results-oriented team performer having a persuasive tolerant manner, having an Aptitude to conceptualize and think artistically, understand complex multi-level problems within both the local and global context and communicate effectively with concerned personnel to generate timely/effective solutions.

Objective: To join a challenging, stimulating and rewarding career in organization where team work, innovation and growth are fundamentals to develop myself as an effective and prolific individual of society by rendering all my diligent efforts and exploiting my professional capabilities through perpetual learning by doing.

# Areas of Expertise

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| Customer Service Management  Complaint Handling & Resolution  Presentations and Reporting | Customer Satisfaction Enhancement  Project Management  Sales & Marketing | Teambuilding & Training  Project Monitoring and Tracking  Research |

# Professional Experience

Manager - PR/External Communications (Jan 2014- Up to Date)

**NOHA GLOBAL**

I am working as manager PR and External communications. With the specialization in Facility Management solution, Noha Global provides the state-of-the-art services and integrated approach to maintain and improve the overall environment of the facility. Noha Global is specialized in Commercial cleaning, Building Facility management, Events, Supplies and Waste management.

The duties include:

* Manage public relations department.
* Develop PR strategies, campaigns, and initiatives to improve pubic perception of company.
* Improve management and employee relations.
* Draft speeches with chief executives.
* Developing and executing local PR and social media strategies to engage key audience groups
* Creating local stories and creative campaigns aligned to strategic focus
* Maintaining strong relationships with key journalists, bloggers and influencers
* Managing local PR agencies and budgets
* Supports company operations by maintaining office systems and supervising staff.
* Maintains office staff by recruiting, selecting, orienting, and training employees.
* Maintains office staff job results by coaching, counseling, and disciplining employees; planning, monitoring, and appraising job results.
* Contributes to team effort by accomplishing related results as needed.

Youth Capacity Builder (July 2012-June 2013)

**Pakhtoonkhawa Arts and Cultural Project (PACP)**

I worked as a Youth Capacity Builder. In 2010 PACP was founded as a movement to revive Pakhtoonkhawa’s artistic and cultural values in order to work towards building a peaceful society. PACP is committed to enhancing and re-invigorating traditional cultural practices throughout Pakhtoonkhawa. The duties include:

* Strengthen the capacity of young people and their organizations to participate as equal partners in development.
* Provide cultural and technical workshops for many literary groups.
* Hold training workshops for the youth of KPK and FATA after identifying potential peacemakers in the society.
* Support the facilitation of group orientation and team building activities to solidify relationships within the group.
* Support in Mobilization and enrollment of youth participants into the program and establish the required target number of youth groups per training cycle
* Support the reviewing and production of training curricula and materials e.g. quality control/ formatting, collating etc.
* Ensure coordination and monitoring of training materials by overseeing management and distribution of training materials and maintenance of adequate training supplies.

Support Coordinator (Sept.2010-May 2012)

**Vertical Systems Inc.**

Currently employed as a support coordinator for business projects in Vertical Systems Inc. The company is a high profile IT solutions and Service provider in the field of Hospitality, Telco and Non Telco Domains. My Key focus is on coordination between executive clients for support related portfolio of the services provided by the company. Job tasks include managing customer need and support of continuous business projects. A brief Summary of Both Managerial and Technical roles during the post are:

* Corporate Identity Management
* Ensure Coordination between Hi-tech Service experts and valued customer
* Coordination and Planning with focus on Monitoring and performance evaluation of all on-going services
* Technical Report Writing
* Functional Expertise ACT by SAGE ( Enterprise Resource Planning )
* Functional Expertise Microsoft Project
* ECN, EIA, RMA as part of the Project Management
* Perform administrative duties including staff supervision, maintaining files and records, managing executive appointments and minutes of meetings.
* Responsible for making shipment arrangement as per customer's requirements.
* Assigned the tasks of handling customer complaint and implementing corrective action.
* Preparing weekly reports of ongoing and quoted projects.
* Developing and managing customer relationships through telephone sales, email and face-to-

face meetings.

Quality Assurance Manager (March 2008-August 2008)

**AllCOM BPO**

ALLCOM is Pakistan's leading telemarketing and one-point contact of all your offshore outsourcing needs. The business was established in 2000 as a specialist call center consultancy firm and expanded to include outbound and inbound telemarketing services in 2002. In 2003, Simon Lawrence introduced telemarketing service in response to demand from US clients requiring inbound, outbound and offshore partners in addition to telesales. We pride ourselves on three core principles - ethics, focus and service. Our management and staff strive to encourage the highest standards in both the clients they serve. . A brief Summary of Both Managerial and Technical Expertise during the post are:

* Participates in design of call monitoring formats and quality standards.
* Performs call monitoring and provides trend data to site management team.
* Use quality monitoring data management system to compile and track performance of team
* Monitors email customer contacts.
* Participates in customer and client listening programs to identify customer needs and

expectations.

* Provides actionable data to various internal support groups as needed.
* Coordinates and facilitates call calibration sessions for call center staff.
* Provides feedback to call center team leaders and managers.
* Prepares and analyzes internal and external quality reports for management staff review.

Customer sales Executive (Jan.2007- June 2007)

**Touch Stone Communications**

The position provided me a nourishing professional opportunity to grow at the multicultural forum, with various native English speaking accents that helped enhance my capabilities of working and interaction with western foreigners. A brief Summary of Both Managerial and Technical Expertise during the post are:

* Answer phones and respond to customer requests.
* Sell product and place customer orders in computer system.
* Provide customers with product and service information.
* Up-sell products and services.
* Transfer customer calls to appropriate staff.
* Identify, research, and resolve customer issues using the computer system.
* Follow-up on customer inquiries not immediately resolved.
* Complete call logs and reports.
* Research billing issues.
* Research misapplied payments.
* Recognize, document and alert the supervisor of trends in customer calls.
* Recommend process improvements.
* Other duties as assigned.
* Provide on-the-job training for new employees

Senior Verifier And Administration Officer (March 2006-October 2006)

**BrainTree Group Of Companies**

Braintree is positioned to be an industry leading “Premier” BPO Boutique for both domestic as well as middle market companies in the UK and USA. Our service offerings will lead to enhanced controls and cost effective processing environment for our customers. We will provide new and more effective ways for companies to do their business processes. A brief Summary of Both Managerial and Technical Expertise during the post are:

* To manage the day–to-day planning, operation and problem-solving of a team of agents to meet with the required service level components, standards and sales targets, to develop the team to ensure delivery of a consistently superior customer experience by highly knowledgeable and customer-focused agents and to act as the communication conduit between Front liners and Management. To offer creative solutions.
* Delivery of team sales, service level components, quality and productivity targets & indicators.
* People Management, including all HR related issues, as well as staff development.
* Operational Management: Managing the floor, adherence to schedule.
* Ownership and problem resolution.
* Call monitoring, coaching and feedback, responsibility for delivery of the defined customer

experience in call.

* Training and development of staff
* Motivation, leadership for a team of 10 and developing future leaders.
* Recommendations for product and process development based on customer feedback and

analysis.

* Compiling reports on team’s performance and customer feedback.
* Communication and being a focal point of dissemination of information from management to

team.

* Work very closely with team members to solve customer problems. Also needs to understand agent's problems and weaknesses and address these. Offers solutions and suggestions for process and product improvement to management

# Education and Training

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| Masters in Project Management | COMSATS University Islamabad |
| COL Executive MBA | **Allama Iqbal Open University Islamabad** |
| Bachelors Of Science | **University Of Punjab** |
| Higher Secondary School Certificate | **PAF College Kamra** |

**Language Proficiency**

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| --- | --- | --- | --- | --- | --- |
| Language | Understanding | | Speaking | | Writing |
| Listening | Reading | Spoken interaction | Spoken production |  |
| English | Excellent | Excellent | Excellent | Excellent | Excellent |
| Urdu | Excellent | Excellent | Excellent | Excellent | Excellent |
| Punjabi | Very Good | Good | Good | Good | Satisfactory |

**Computer Skills**

* Microsoft Office 2010 ( Project, Power point, Excel, SharePoint, Word )
* ACT –SAGE (Enterprise Resource Planning)
* Microsoft Project 2010
* SPSS (Statistical Packages for the Social Sciences)
* STATA

**Other Particulars about me**

* Since, I am fond of interacting with the people around me. I am very good at inter-personal skills, and recognizing the need of the situation, I love to talk at various issues from current affairs to professional skills and other life-issues.
* In addition, I am capable of Email-management, MS- office, and CAN write essays of various modes, particularly on humanitarian concerns.

**References:**

Furnished upon Request.