



# Daniel Zeeshan

## Team Lead Service Quality

Commit to the motto of the organization and putting in conscious efforts In investing time and energy in team spirit to meet the challenges and, finally to becoming a successful entrepreneur.

## Contact

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### Address

11/D Block 2 P.E.C.H.S, Karachi

## Education

2008

**Bachelors In Commerce**

Government Premiere College

2006

**Intermediate**

Government Premiere College

## Expertise

- Operational Planning
- Call Center Management
- E-Commerce
- Warehouse Management Systems
- Supply Chain Management
- Administration & Training

## Language

English

Urdu

## Experience

○ 2016 - 2022

### TCS E-com I Airport Karachi

#### Team Lead Quality & Compliance

Worked in TCS Ecom as Team Lead Quality & Compliance for Yayvo.com for Karachi, Lahore, and Islamabad. Giving training to the staff. Doing Quality checks on the website warehouse products and customer return and doorstep refusal Warehouse Operations E-Commerce · Distribution Warehouse Management Systems Freight · Quality Management.

Training completed at the TCS Head office provided by TCS is as follows.

1. Time & Stress management
2. Business Communication
3. Work ethics & Behavior.

○ 2012 - 2015

### TPL Tracker & Properties I Karachi

#### Administration & Operations

Taking care of the Center point building taking care of the floors given to tenants and the front office also dated 7th Mar 2013 till 2nd Sep 2015.

Worked at a facility of TPL Trakker where all the navigation devices were been installed and allotted to containers and prime movers designate their routes and check their payment status. Worked in TPL (Trakker) Custom house 6th-floor Preventive Control room for (Pakistan Customs & FBR) pioneer in Afghan transit container tracking in Pakistan dated 13thAug 2012 till Jan 2013.

○ 2011 - 2012

### TRG (The Resource Group) I Karachi

#### Customer Service & Customer Support

Worked in TRG (The Resource Group) In Barclays Bank taking care of the premiere customers briefing them about their account information plus ATM and dealing with all the ATM issues all over Pakistan dated Oct 31st2011 till Jan 15th 2012.

○ **2010 - 2010**  
**Natmark Consulting I Karachi**

**Project Manager**

Worked for Natmark Consulting as a Project Manager for marketing and advertisements dated Jan 15th, 2010 till July 25th, 2010.

○ **2004 - 2009**  
**Arwen Tech. Pvt. Ltd. I Karachi**  
**Floor Incharge Supervisor**

Worked in Arwen Tech. For the past Five and a half years as FTE (Full Time Employee) as the floor Incharge Supervisor dated Sep 1 st 2004 till July 15th, 2009 the campaigns worked for are as follows.

- Lead Verification (International & Local)
- Lead Generation (International & Local)
- Sales (International & Local)
- Callbacks (International & Local)
- Training took while in Arwen & worked for the following Clients
  - Customer Services & Interpersonal Skills.(International)
  - Hero Pakistani (Local) ▪ Nissan Automobiles (Local) (Team Lead)
  - World Autos (Local) (Team Lead) ▪ Call Mate (Local) (Supervised)
  - Reckitt & Benckiser (Local) (Supervised)
  - Prime Bank (Local)
  - Allied Bank (Local)
  - Caltex Oil Pakistan (Local) (Supervised)
  - Pfizer Pharmaceuticals (Local) (Supervised) ▪ RSA Securities (International)
  - Borland & Gardner (International)
  - Grants (International)
  - YP.Com Yellow pages (International)
  - Kit International (International)
  - CDGK (City District Government Karachi) as Supervisor and floor in charge 1339 Complaint cell.
- And all the reports were sent to the respective clients and the management through different software such as Arvox,
- Cisco Full analysis of the agent's work quality and Email correspondence with the client in regards to the standard operating procedures.

○ **2002 - 2003**  
**CC Works. Pvt. Ltd. I Karachi**  
**Senior Customer service & Support Specialist**

- Worked in CC Works Call Centre for 1 Year in the year 2002 till 2003 & the campaigns worked for are as follows.
- Lead Verification (International).
- Lead Generation (International)
- Appointment Settings (International).

**Reference**

**Will be furnished on request**