



Faran Kabir

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CUSTOMER SERVICE MANAGEMENT PROFILE

STRATEGIC PLANNING | CONTACT CENTER & BPO | CUSTOMER OPERATIONS | TEAM MANAGEMENT | QUALITY ASSURANCE | COMPLIANCE MANAGEMENT | PROCESS DEVELOPMENT

Result Oriented Professional with 14 years of diversified experience in managing CS & Operations

Official Information

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Career Snapshot

- ❖ Experience in Managing overall operations of a call center.
- ❖ Experience in conducting interviews, resource hiring and payroll management.
- ❖ Experience in running International Call Center and running campaign like DME, TELEMED, CMG etc.
- ❖ Highly skilled in bringing business for organization by excellent communication skills, convincing ability and positive attitude.
- ❖ Provides satisfaction to clients by maintaining high levels of performance grades and excellent reporting skills as an ambassador of Vendor.
- ❖ P.O.C. for Vendor and Client.

Core Competencies

- ❖ Leadership
- ❖ Relationship Management
- ❖ Analysis and Reporting
- ❖ People Management
- ❖ Project management
- ❖ BPO Supervision & Management
- ❖ HR Management
- ❖ Training & Development
- ❖ Strategy Planning & Execution
- ❖ Operations Management

Electronic Property Bazar (EPB Solutions –Marketing Solutions & OUTBOUND CALL CENTER)

Manager Operations/Call Center

September 2019 – May 2020

- ❖ Manage overall operations and used to achieve effective and successful management of labor, productivity, quality control and safety measures as established and set for the Operations Department.
- ❖ Ensure safe and efficient operations. Enhance the operational procedure, systems and principles in the areas of information flow and management, business processes, enhanced management reporting and looks for opportunities to expand systems.
- ❖ Carry out supervisory responsibilities in accordance with company's policies and applicable laws.
- ❖ Responsibilities includes interviewing, selection and hiring; training new and existing employees; planning, assigning and directing work; authoring and discussing with employee's performance appraisals; addressing employee performance and corrective action plans.
- ❖ Negotiated contracts with vendors.

- ❖ Experience in leading customer services & managing call center operations in the telecom industry-Ufone-Etisalat
- ❖ Managed Team of inbound Contact Center with daily assigned agents & their performance
- ❖ Possess strong Training, leadership, motivational skills, constructive coaching style and People Management experience
- ❖ Managed Floor Discipline, Ambiance & Custodian of Floor Inventory in coordination with Administration

Awards & Achievements

- ❖ Award of Excellence 2013
- ❖ Service Excellence Award 2012
- ❖ Service Excellence Award 2011
- ❖ Team of the Month Jul 2006
- ❖ Team of the Month Aug 2006
- ❖ Team of the Month Sep 2006
- ❖ Agent of the Month in First CCKHI KPI Feb 2006

Trainings & Applied Work

- ❖ Black Berry Certification Program (successfully completed the Nine Topics / Papers of BlackBerry Support Professional T1 v4.1+BIS (BCSP141BIS))
- ❖ Super Teams For Customer Friendly Service by Gulf stone Training
- ❖ Value Added Junction (In-house Training).
- ❖ Leader 4 Ever, Golden Blue Group
- ❖ Smart Phone Training Program (SPFO)- Mercurial minds
- ❖ Advance Excel

- ❖ Slashed payroll/benefits administration costs 30% by negotiating pricing and fees, while keeping the employees motivated & ensuring the continuation and enhancements of services.
- ❖ Responsible for reviews/approval responsibility for all employees, supervisors & managers.
- ❖ Serve as primary point of contact when there are customer issues related to equipment quality, customer service, or accidents and mishaps on-site. In particular, this includes any issues on-site at client facilities, such as breaking a fence or tape residue on flooring.
- ❖ Communicate customer issues with operations team and devise ways of improving the customer experience, including resolving problems and complaints. Communicate all operating policies and/or issues at department meetings.
- ❖ Work closely with the inventory manager and team to perform analysis of our inventory and ensure we are utilizing our inventory effectively, purchasing the right equipment, maintaining solid inventory data and reduce sub-rental expenses.

Business Process Outsourcing (UFONE –Etisalat CALL CENTER)

Floor/BPO Supervisor

April 2016 – August 2019

- ❖ Achieved customer satisfaction through high quality services & ensuring unit meets / exceeds Service Level, FCR, KPI & Quality Scores for the available BPOs running by Ufone. i.e. K-Electric, State Life Insurance, KFC, PTCL, PIA, Adamjee Insurance, Uni-liver, Careem & FWBank Call Centers.
- ❖ Achieved CP Management, Floor Management & SLA of the BPOs throughout the tenure.
- ❖ Served for managing QUA standardization & Roster Management (manning) for BPOs / Campaigns run by Ufone
- ❖ Trained the teams of inbound, Counseled & conduct Shift Meetings for BPO clients.
- ❖ Invoice making & month end reports in co-ordination with clients of BPOs for Ufone.
- ❖ Assisted the Assistant Managers n Hiring process for multiple Campaigns
- ❖ Always took ownership of customer issues and resolved their issues by having strong coordination with concerned departments.
- ❖ Have a professional trait of keeping follow up of customer's complaint by keep monitoring the CMS to ensure TAT of complaints resolution.

Technology

- ❖ Vici dial, Voice Over IP
- ❖ CCNA
- ❖ Microsoft Software's, ZRG
- ❖ Nortel Cisco Reporter
- ❖ SAP
- ❖ Hash3, C Agent, U Agent
- ❖ Portals Used in Call Centers

Education

- ❖ Masters from Karachi University in International Relations. (2013)
- ❖ Graduation from Karachi University in Arts. (2004)
- ❖ Intermediate from HSC Karachi in Computer Science. (2002)
- ❖ Matriculation from SSC Karachi in Science (Bio) Group. (1993)

Personal Information

D.O.B: 20 –AUG 1978

ID # 42101-1523205-7

Father Name: Kabir Uddin Ahmed (Late)

Domicile: Sindh

Nationality: Pakistani

Religion: Islam

Marital Status: Married

Languages : English & Urdu

Permanent Address: House # R-424, Sector # 11-c-3, Sir Syed Town North Karachi, Karachi, Pakistan

Hobbies:

Cricket, Social Media Postings, Content Writing, Computer Programming, Current Affairs, Photoshop and Animation.

Pak Telecom Mobile Limited (UFONE –Etisalat CALL CENTER)

Team Leader/Floor Supervisor

June 2006 – August 2019

- ❖ Achieved high customer satisfaction through high quality services & ensuring unit meets / exceeds Service Level, FCR, KPI & Quality Scores throughout the tenure.
- ❖ Lead the team of Executives and ensured optimum performance.
- ❖ Trained the teams of professionals in product, communication and in other required parameters, counseled them regarding their deficiencies and brought improvement. Also supervised pre-shift and post shift sessions for them.
- ❖ Achieved SLAs and Queue management throughout the floor supervision tenure.
- ❖ Brought new and out of the box ideas for call center automation & traffic reduction through FCR & other creative activates and initiatives.
- ❖ Root cause analysis by different cisco reports & to manage real time queues.

Customer Care Executive

January 2006 -- May 2006

- ❖ Call Center, Online Inbound / Outbound Customer Handling
- ❖ Complain forwarding to concern departments and follow up.
- ❖ Correspondence with Departments regarding Different complaints.
- ❖ Provide on line solution to customer problems and take prompt assistance from all available on line information
- ❖ Follow the defined standards for communication and courtesy in order to maintain company's image

GLOBAL TELECOM LIMITED (CUSTOMER SERVICE DEPT.)

Customer Service Executive

February 2005 – December 2005

- ❖ Responsible for all the dealings with clients & customers.
- ❖ Keep record of all the computer data in CSD.
- ❖ Sales of pay phone bookings, smart cards etc.
- ❖ Floor Management. Provided solutions to the clients regarding their problems.
- ❖ Deal in Refund cases, Retention & Clearance of Security Deposit / Dues in coordination with Finance department.