

# Rana M. Suleman Afzal

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## Objective

A resourceful professional with a graduation degree in Textile Engineering, eager to learn new technologies, explore new verticals, and offer the best services to the organization looking for a genuine opportunity for career progression. A motivated young professional with an aptitude for innovation and creative problem-solving. Communicative and personable, will learn and adapt quickly, follow directions, and serve the customer with poise and professionalism.

## Education & Credential

**BUSINESS OF SCIENCE:** UET Lahore | FSD Campus, 2017

- **Major:** Textile Engineering
- **Final Year Project:** Klash (PVT) Limited, Pakistan, 2016-2017
  - Industrial Training • Knitting and Garments Specialization

**CERTIFICATIONS & TRAINING:** TEFL & TESOL, Global Language Traning, Jun 2020

## Professional Experience:

**DROIDOR, Supervisor & Team Lead – Customer Support** Apr 2022 – Present

**TALKAGENT, Customer Service Representative**, Apr 2022 - Present

- Supervised and mentored a team of call center agents, ensuring adherence to quality standards and KPIs.
- Implemented effective coaching and training programs to enhance team performance and customer satisfaction.
- Fostered a collaborative team environment, resolving escalated customer issues and promoting productivity.

**CHANGYOU INTERNATIONAL, Manager Foreign Teachers** Sep 2020 – Apr 2022

- Oversaw recruitment, onboarding, and performance evaluation of foreign teachers, ensuring alignment with educational objectives and cultural integration.
- Implemented professional development programs and provided support to foreign teachers, fostering a positive work environment and enhancing teaching quality.

## Skills & Abilities

### Team Building & Leading Skills:

- A creative, collaborative team builder and player with a track record of meeting exacting deadlines.

### Relationship Establishments

- Strong interpersonal skills resulting in exceptional rapport with people with proven success in initiating, promoting, and maintaining strong interpersonal relations and ability to deal courteously and professionally.

### Problem-Solving Abilities

- Strengths in the ability to distill and solve practical problems, generate new ideas, and make sound judgments in complex situations. Successful at motivating others towards a particular course of action.