

# Umer Aftab



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📍 Rawalpindi, Pakistan

📅 23/01/1993

## 📄 PROFILE

As a passionate Customer Support and Success Professional dedicated to delivering exceptional service and cultivating strong client relationships. With a proven track record in providing timely and effective solutions, I thrive on exceeding customer expectations. I possess a keen understanding of client needs, offering personalized support to ensure satisfaction and retention. Skilled in active listening and problem-solving, I excel in navigating complex inquiries and transforming challenges into opportunities. With a focus on proactive communication and a customer-centric approach, I aim to consistently elevate the customer experience while contributing to the success and growth of the company.

## 🎓 EDUCATION

### Bachelors in Commerce

Punjab University

2011 – 2013 | Rawalpindi

### Intermediate - Pre Engineering

Army Public Schools and Colleges

2009 – 2011 | Jhelum

## 👛 PROFESSIONAL EXPERIENCE

### Bigly Sales

Sales Executive

01/2024 – present | Remote, USA

As a Sales Executive specializing in AI services, I drive the onboarding of new customers and ensure their successful integration with our solutions. My responsibilities include guiding clients through the initial setup and implementation process, delivering tailored training sessions, and providing ongoing support to enhance user satisfaction. I proactively engage with customers to understand their needs and demonstrate the value of our AI services, fostering strong relationships. Additionally, I identify and pursue opportunities for upselling and cross-selling, significantly contributing to customer retention and revenue growth.

### Translation Empire

Team Lead

04/2022 – 12/2023 | Islamabad

In my capacity as the Team Lead of Linguistic Recruitment, I spearheaded the recruitment team, specializing in sourcing and hiring language professionals. I was responsible for designing and implementing a comprehensive KPI structure to measure team performance, individual productivity, and recruitment success rates. I developed innovative strategies to attract top linguistic talents, conducted interviews, and implemented assessments to ensure high-quality candidate placements. My role involved collaborating closely with HR and hiring managers to understand language-specific requirements, aligning our recruitment efforts with company needs. Furthermore, I continuously optimized the KPI structure, analyzing recruitment metrics to enhance our team's efficiency and effectiveness in delivering qualified language experts to our clients.

### Pentagon Food Group

Customer Account Manager

07/2020 – 04/2022 | Islamabad

In my role as a Customer Account Manager, I was the main contact for clients, ensuring their satisfaction by understanding their needs and offering tailored solutions. I maintained strong client relationships, provided support, and collaborated internally to address inquiries and deliver exceptional service. I focused on retaining and growing accounts, identifying up-sell opportunities while prioritising high customer satisfaction.



## SKILLS

- Leadership
- Communication
- Delegation
- Problem-solving
- Decision-making
- Customer Relationship Management
- Communication and Listening
- Analytical Thinking
- Quality Control
- Attention to Detail
- Auditing and Compliance
- Effective Time Management
- Ability to Work Under Pressure
- Microsoft Office
- Microsoft Excel
- Microsoft Power Point



## LANGUAGES

English	● ● ● ● ● ●
Urdu	● ● ● ● ● ●
Punjabi	● ● ● ● ● ●



## INTERESTS

- Snooker
- Travelling
- Reading Books

### Work

Team Lead

01/2020 – 06/2020 | Islamabad

As a Team Lead, I directed a cohesive team, guiding them towards achieving collective objectives. I provided support, fostered growth, and facilitated effective communication to ensure successful project completion. Resolving conflicts and maintaining a collaborative environment were key aspects of my role. I aligned individual efforts with team goals, driving our collective success through effective delegation and coordination

### Discover BPO

Floor Manager/Quality Assurance Manager

03/2019 – 01/2020 | Islamabad

As a Floor Manager/Quality Assurance Manager, I oversaw daily operations, ensuring efficient workflows and adherence to quality standards. I was responsible for managing a team, providing guidance, and ensuring their productivity. I actively monitored and maintained quality control measures, implementing improvements as needed to enhance operational efficiency. I led by example, trained staff on quality assurance protocols, and regularly inspected processes to ensure compliance with company policies. Additionally, I liaised with different departments to streamline procedures, resolved issues, and upheld the highest standards of quality across all aspects of operations during my tenure

### Bini Telecom

Sales Officer

05/2018 – 02/2019 | Islamabad

I successfully drove revenue growth by identifying and pursuing sales opportunities, building strong client relationships, and meeting sales targets as a sales officer. I excelled in understanding customer needs, applying effective sales techniques, and ensuring high levels of customer satisfaction. Additionally, I contributed to the company's competitive edge through market analysis, collaborated with marketing teams, and played a key role in achieving our objectives

### Self Employed

Proprietor

10/2013 – 03/2018 | Rawalpindi

As a boutique owner, I blend entrepreneurial savvy with a strong fashion sense to drive business success. I excel in strategic planning, financial management, and curating on-trend merchandise. With a focus on customer satisfaction and innovative marketing, I've consistently boosted revenue and brand recognition. I lead a motivated team, ensuring operational excellence while adapting to industry changes. Committed to ethical practices, I forge valuable partnerships contributing to our boutique's triumphs.