



ZOHAIB UMAR

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CAREER OBJECTIVE

Working with an organization where I can significantly contribute my services to achieve the goals of the entity, and which gives me the ability to utilize my potential and develop my career skills.

EXPERIENCE PROFILE

GOOGLE MALAYSIA

(SELLBYTEL Group. Kuala Lumpur, Malaysia)



Point of Contact - Google Apps Product Specialist

December 2014 – Continue

Work Experience:

- Support Agents by solving Google Apps for Work products' queries.
- Review dissatisfaction surveys and provide insights.
- Monitor the customer satisfaction surveys of the Google Apps for Work products.
- Monitor Invalid consult rate and meet target.
- Share knowledge and educate the Agents with product updates and best practices.
- Control the queue: encourage Agents to take cases, manage the timelines on the case handling and follow up appropriately.
- Participate in hangouts with Googlers and provide updates to the Team.
- Take ownership of escalation callbacks.
- Handle and solve Cases related to Google Apps for Work products.
- Approve handoffs and consults before they're sent to Googlers.

SUDONG CONTACT CENTRE

(Manpower Business Solutions (M) Sdn Bhd. Mid-valley Bangsar, Malaysia)



Team Leader

February 2013 – December 2014

Work Experience:

- Supervise the activities and work volume of Call Centre Customer Services Representatives in attending to incoming customer enquiries related to postpaid mobile lines and the resolution of issues raised in order to provide optimal service delivery.
- Supervise the day-to-day operation of the Call Centre business.
- Consistently monitor staff levels and liaise with management regarding any adjustments required.
- Provide leadership, guidance and support to the Call Centre Customer Services representatives related to postpaid mobile lines packages, plans and billing issues.
- Maintain published roster records of Customer Services Representatives.
- Conduct Team Briefings on new updates and changes in SOPs.
- Extract the daily reports of team's ACW, AUXs and AHT.
- KPI Tracking and coaching of Customer Services Representatives.
- Execute effective floor monitoring.
- Develop daily reports & analysis of Team's Performance.

PTCL CONTACT CENTRE

(ASK Development, Pakistan)



Training Coordinator

September 2010 – December 2011

Work Experience:

- Promote and advance a learning culture within the organization.
- Responsible of new employee's orientation and their training plan.
- Responsible to deliver trainings on current/New Departmental Products and updates related to Home lines.
- Develop, Design, Revise and keep all training manual/material.
- Continually follow ups with all stakeholders to ensure the effectiveness of training.
- Conducting Training Needs Analysis (TNA) of internal employees.
- Develop monthly reports & analysis and provide suggestion for improvement plans.

CERTIFICATIONS

Online Examination

Date of Passing

Certification of Google Apps Administrator

June, 2016

EDUCATION

PK Examination Board

Year of Passing

M.Sc. Business Statistics & Management

2011

University of the Punjab

B.Com (Bachelor in Commerce)

2008

University of the Punjab

I.Com (Intermediate in Commerce)

2006

Board of Intermediate & Secondary Education

Matriculation (Arts)

2005

Board of Intermediate & Secondary Education

COMPUTER PROFICIENCY

- Working knowledge of Microsoft windows and,
- MS Office applications which includes Microsoft Word, Excel and Powerpoint

LANGUAGES

Fluent in the following languages

- English
- Urdu
- Punjabi
- Malay

PERSONAL DETAIL

Date of Birth: 20-2-1988

Marital Status: Married

Nationality: Pakistani

Passport No: BN2224912

Residential Status: Permanent Resident of Malaysia (SPOUSE VISA)

INTERESTS

Reading of Academic literature, music, movies and all tourism

REFERENCE

Will be furnished on demand