

Waseem Masood

Technical Support Specialist/Data Processing Expert

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PROFESSIONAL EXPERIENCE

MEDIAPOINT

Customer Support Chat Operator

APR 2024 - Present

- Brought new clients to the business through CRM, it increased the business total revenue.
- Developed strategies and introduced new method to bring clients.
- Introduced new reporting system for the team members working on the project.
- Provided support to clients about technical and other issues.

RESOURCEX.IO

Team Lead-Technical Support

MAR 2022 - Dec 2022

- Spearheaded a team of more than 25 analyst, it was declared the best performing team.
- Improved efficiency by leading sustainable adoption of new and improved method; redesigned key support workflows.
- Developed strategies and implemented new weekly and monthly reporting procedure.
- Developed new KPI's method to measure the team performance.
- Designed training material and peer-mentoring programs; led training and awareness initiatives.
- Conducted feedback and orientation session for new employees.

Business Development: Suggested and implemented strategies to bring new clients to the business in technical support sector.

RESOURCEX.IO

Quality Assurance Analyst

MAR 2018 - Mar 2022

- Conducted QA for data processed by analyst, identifying and reporting any issues to senior management.
- Proposed and implemented new QA method that increased the efficiency and overall performance.
- Created training materials and operating manuals that made the process easier.
- Testing the panel and identified any bugs and issue.

RESOURCEX.IO

Content Research Executive

OCT 2017 - Mar 2018

- Conducted web research on different search engines, entering searched information into software/panel and maintain documentation.
- Promoted within 6 months due to strong performance and organizational impact.
- Proposed a new automated method that responds to users' queries automatically.

SSDI

Data Entry Operator

MAR 2017 - May 2017

- Entering data into software/panel and maintain documentation.
- Generated reports on daily weekly and monthly basis for analysis.
- Present the data in graphs and charts for interpretation.

BRIGHTSPYRE

Data Entry Operator

JUL 2015 - Nov 2016

- Online data entry form in portal, transcribing the image into software and preset the data for analysis.
- Ensuring the efficiency and accuracy of data.

EDUCATION

PMAS – ARID AGRICULTURE UNIVERSITY RAWALPINDI

Bachelor of Business Administration

2010 - 2014

ADDITIONAL INFORMATION

- **Achievements:** Employee of the year award for the years 2018, 2019 & 2021 from **resourcex.io**.
- **Technical Skills:** Microsoft Office, Data management, Attention to detail, Customer Support, Documentation, CRM, Troubleshooting, System Administration, Problem Solving, Communication, Time Management, Data Analysis, Research
- **Certifications:** Microsoft Office, Advanced Excel – ICEPT-Iqra University Islamabad Campus.