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Summary

- Results-driven sales and operation management professional with a proven track record in team management and customer-focused strategies.
- Demonstrates exceptional empathy in understanding customer needs and leading teams to exceed sales targets.
- Skilled in optimizing operations to enhance efficiency and drive revenue growth, with a strong emphasis on building and maintaining positive client relationships.
- Adept at developing and implementing effective sales strategies, fostering a collaborative team environment, and achieving organizational goals through strategic planning and innovative problem-solving.

Experience



Operations Manager

Servixer, LLC

Apr 2020 - Present (4 years 5 months)

- Supervise and coordinate daily operations on the sales floor.
- Manage and schedule staff shifts.
- Ensure customer satisfaction by addressing inquiries and concerns.
- Maintain cleanliness and organization of the sales floor.
- Monitor and analyze sales performance.
- Enforce company policies and procedures.
- Train and mentor new employees.
- Handle conflict resolution among staff and customers. Act as a liaison between staff and upper management.



Academic Coordinator

Fauji Foundation

Sep 2018 - Feb 2020 (9 months)

Foundation Institute of Technology

- Plan and organize academic programs and events.
- Coordinate with faculty, staff, and students to ensure program success.
- Manage program schedules, including classes, workshops, and extracurricular activities.
- Oversee program budgets and resource allocation.
- Monitor program progress and evaluate outcomes.

- Assist in curriculum development and updates.
- Handle student inquiries and provide guidance on program-related issues.
- Ensure compliance with institutional policies and accreditation standards.
- Collaborate with external partners and stakeholders for program enrichment.
- Prepare reports and maintain records of program activities and achievements.



Quality Assurance Specialist

Servixer, LLC

Jun 2019 - Apr 2020 (11 months)

- Monitor and evaluate call center agents' performance through call reviews.
- Develop and implement quality assurance standards and processes.
- Provide feedback and coaching to agents based on performance assessments.
- Analyze call data to identify trends, strengths, and areas for improvement.
- Ensure compliance with company policies, industry regulations, and customer service standards.
- Collaborate with management to design training programs for agents.
- Report on quality metrics and present findings to upper management.
- Assist in resolving customer complaints and ensuring customer satisfaction.
- Maintain and update quality assurance documentation and records.
- Continuously seek ways to improve the quality of customer interactions.



Customer Service Representative

Servixer, LLC

Apr 2019 - Jun 2019 (3 months)

- Listen to audio recordings or live speech and transcribe it into written text.
- Ensure accuracy and completeness of the transcribed material.
- Proofread and edit transcriptions for grammar, spelling, and clarity.
- Format transcriptions according to specified guidelines or standards.
- Handle confidential and sensitive information with discretion.
- Meet deadlines for transcription tasks.
- Manage and organize transcription files and documentation.
- Use transcription software or tools effectively.
- Communicate with clients or team members to clarify unclear parts of the recording.



Customer Sales Specialist

Touchstone Communications

Jul 2014 - Sep 2017 (3 years 3 months)

- Engage with customers to understand their needs and recommend products or services.
- Respond to customer inquiries via phone, email, or in-person interactions.
- Process sales transactions, including payments and order documentation.

- Maintain a high level of product knowledge to effectively answer customer questions.
- Upsell and cross-sell products to maximize sales opportunities.
- Resolve customer issues and complaints in a timely and professional manner.
- Follow up with customers to ensure satisfaction and encourage repeat business.
- Meet or exceed sales targets and performance goals.
- Maintain accurate customer records and sales documentation.
- Collaborate with the sales team to share insights and strategies.



CSR

Amigos BPO, LLC

Aug 2013 - Jun 2014 (11 months)

- Engage with customers to understand their needs and recommend products or services.
- Respond to customer inquiries via phone, email, or in-person interactions.
- Process sales transactions, including payments and order documentation.
- Maintain a high level of product knowledge to effectively answer customer questions.
- Upsell and cross-sell products to maximize sales opportunities.
- Resolve customer issues and complaints in a timely and professional manner.
- Follow up with customers to ensure satisfaction and encourage repeat business.
- Meet or exceed sales targets and performance goals.
- Maintain accurate customer records and sales documentation.
- Collaborate with the sales team to share insights and strategies.

Education



National University of Modern Languages (NUML)

Bachelor of Business Administration - BBA, Logistics, Materials, and Supply Chain Management

2014 - 2018

Skills

- Post-Sales Support • Automotive transcription • Sales • Human Resources (HR) • Employee Training
 Project Management • Team Coordination • Program Coordination • Teaching • Office Administration
- Attention to detail • Typing • Problem Solving • Critical Thinking • Efficient customer service
 - Conflict resolution • Computer Skills • Proficiency in MS Office

Honors & Awards



Best performing coordinator - Fauji Foundation

Aug 2019



Manager of the month - Servix, LLC

Oct 2021



Employee of the month - Touchstone Communications

May 2016

Top seller of Automotive insurance to USA based client.

