



Nabeel Sadique

Manager at Txyco - Sardar Group of Companies

Highly motivated, determined, confident, and with good commutation skills, has the energy to adapt quickly to changing environment. possess good Communication, Presentation, and Leadership skills. Strive for accomplishing goals rather than only completing the job. Always try to improve the quality of my work.



Skills & Strengths

- BPO - Sales
- Team-Management
- Communication Skills
- Project Management
- Quality Assurance
- Analyze Data
- Marketing
- Team-Builder
- Problem Solving
- Sales
- Data Collection
- Data Entry
- Social Media Marketing
- Managing Contacts
- Team-Building Skills
- Customer Service Training
- Customer Service
- Quality Control
- Employee Relations
- MS Office



Experience - 13 years

Manager Support

TXYCO - SARDAR GROUP OF COMPANIES - Pakistan, Islamabad, | Jul 2024 - Present

- Oversee frontline Support Agents and mentors, and regularly review performance.
- Making sure 24/7 coverage is effective.
- Design and enforce escalation workflows, SLAs for response/resolution times.
- Roll out new processes and tools to boost support efficiency.
- Act as a point of escalation for critical or complex customer/driver issues.
- Coordinate with regional leadership to ensure alignment on objectives.
- Define and monitor KPIs such as ticket volume, average handling time, CSAT, and resolution rates.
- Use tools like Power BI or Excel for insights and reporting.
- Maintain high service quality through quality checks and feedback loops.
- Analyze feedback to drive continuous improvements to the support experience.
- Develop support documentation (FAQs, scripts, guides).
- Train staff on new features, policy changes, and communication standards.
- Collaborate with the tech team to improve tools/platforms used for support.
- Ensure integrations (real-time ride tracking, driver verification, etc.) work smoothly.
- Collaborate with external vendors (e.g., Ride Partners) when needed.
- Coordinate cross-functionally with operations and tech teams for fixes.

Key Account Manager

INDRIVE - Islamabad, Pakistan | Aug 2023 - Jun 2024

- Maintained accurate records of all client interactions using CRM systems and Google Sheets.
- Managing strategic business relationships with high-value partners or clients, such as corporate accounts, fleet partners, or city-specific partners.
- The goal is to build long-term relationships, improve client satisfaction, drive revenue growth, and ensure mutual success.
- Develop and maintain strong, long-term relationships with key accounts.

Contact Info

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Pakistan

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Education

Allama Iqbal Open Univeristy

Islamabad / Bachelors in Arts
(2006)

Rawalpindi College of Commerce

Rawalpindi / I.C.S
(2004)

Mr. Cabin Public School

Rawalpindi / Science
(2002)

Languages

- Punjabi - Native
- Urdu - Native
- English - Medium

- Act as a liaison between clients and internal teams.
- Identify opportunities to grow accounts and implement strategic plans.
- Upsell and cross-sell services or features that meet client needs.
- Track and analyze account performance using KPIs (e.g., ride volume, revenue, service quality).
- Provide regular performance reports to stakeholders.
- Address partner concerns promptly and effectively.
- Work with internal teams (operations, tech support, legal) to solve problems.
- Negotiate and renew contracts.
- Ensure compliance with agreed terms and service-level agreements (SLAs).
- Keep up with local market trends, customer preferences, and competitor activity.

Call Center Manager

AL -SADAT MARKETING - Islamabad, Pakistan | Apr 2022 - Jul 2023

- Developed performance metrics and monitoring systems for tracking employee productivity.
- Monitored real-time call center data to make staffing adjustments based on volume fluctuations.
- Managed a team of call center agents to ensure efficient and effective customer support.
- Assisted in the development of call scripts and knowledge base materials to aid agents in providing accurate information to customers.
- Managing a team of 10 Call Center Agents.
- Using an ERP management system for different Projects and Leads.
- Shift handling to run operations effectively and smoothly during the day.
- Data retrieval via a different platform.
- Managing shift day end, weekly, and monthly reporting.
- Using the Meta interface to extract leads.
- Use different tools for SMS/WhatsApp Marketing.
- Keeping a track record of attendance, Daily statistics, etc.
- Dealing with different Teams and Correspondence regarding different issues.

Key Account Manager / Sales Manager

UBER - Islamabad, Pakistan | Mar 2020 - Feb 2022

- Managing the Uber franchise across the North Region.
- Onboarding of New Drivers.
- Responsible for Data Management, Quality, and Quantity work, Team Building, and Managing Street teams, Sub-offices, and Retailer points.
- Correspondence with Uber drivers to Improve Customer Experience.
- Conduct research to identify new markets and customer needs.
- Provide trustworthy feedback and after-sales support.
- Launching of New Uber products in the North region.
- Establish and maintain C-level relationships to create a qualified pipeline and drive revenue.
- Identify, develop, and articulate a compelling value proposition to prospective customers and end-users.
- Build long-term relationships with New and Existing customers.
- Hit and exceed sales targets and personal goals through effective territory and account planning.
- Develop contacts into leads and work through the entire sales cycle.
- Conduct research to identify new markets and customer needs.
- Provide trustworthy feedback and after-sales support.
- Motivated and guided Team members to reach weekly goals while promoting effective customer service.

Expert

UBER - Islamabad, Pakistan | Aug 2017 - Feb 2020

- Documented, researched, and resolved customer service issues.
- Kept work and common areas neat and organized to maximize productivity, alleviate potential accidents, and promote a professional workspace.
- Delivered fast and friendly service to handle questions and service complaints.
- Identified issues and solutions to eliminate backlog and maximize workflows.
- Worked on Green Light Projects to Improve Customer Experience in GLH (Green Light Hub).
- Responsible for providing In-person support to Uber Partner Drivers.
- Conducting Surveys and launching New Uber products.
- Identify root causes and find critical areas for improvement company's policies and processes, and conduct training on them for better onboarding of new customers.
- Involved in all contractual negotiations with customers.
- Provide timely feedback to the Sales Director regarding activities and meetings done with clients.
- Support incoming enquiries, coordinating client meetings and requirements.
- Supply quotations and product information to end-users and supply CRM updates.

Customer Service Representative / Team Lead

MOBILINK - Islamabad, Pakistan | Apr 2009 - Jun 2016

- Mentored team members to apply quality customer service techniques and foster satisfaction.
- Drove customer satisfaction with swift and successful handling of escalated complaints.
- Coordinated daily department workflow to maximize customer service team productivity.
- Elevated performance with skilled supervision, training, work direction, and guidance for personnel.
- Manage a Team of 19 Call Center agents.
- Shift end meetings with the Team and Management to run operations effectively and efficiently.
- Keep track of attendance, daily statistics, paid time off, sick time, Making Rosters, etc.
- Worked in the IRU "Investigating and Resolution Unit", worked in different Teams there. 1. NCU - Network and Complaint Unit 2. JAT - Jazz Adjustment Team 3. RAT - Retailer Adjustment Team 4. GPRS - General Packet Radio Services
- Dealing with different Teams and Correspondence regarding different issues.
- Dealing with all kinds of postpaid queries, including either related to Billing, Churn, and Discounts.