



Sehar Nauman

A visionary and multi-talented professional with over 19 years of diverse experience spanning **telecommunications (TELCO)**, **BPO**, **Quality Management**, **T&D** and **Call Center Operations**. Former Manager Training & Development at Mind Bridge (a leading **BPO** in Pakistan), managing the call center & quality assurance operations for **Pakistan's top telecom companies, Jazz and Telenor**.

Proven expertise in delivering outstanding customer experiences, optimizing processes, and leading teams to achieve KPIs while driving operational excellence in **TELCO** and **BPO** sectors.

Area of Expertise:

Team Leadership & Call Center Operations

- Lead and manage a team of customer service representatives, ensuring high performance and customer satisfaction.
- Oversee day-to-day operations, optimize call flow, and adjust staffing levels to meet service targets.

Customer Satisfaction & Escalation Management

- Handle escalated customer complaints, providing prompt and effective solutions in line with company policies.
- Monitor and set customer satisfaction goals, working with the team to consistently meet or exceed them.

Performance Monitoring & Reporting

- Track key performance indicators (KPIs) like AHT, FCR, and Service Levels, reporting findings to senior management.
- Analyze performance data to identify trends, areas for improvement, and present actionable insights.

Budget Management & Workforce Optimization

- Manage departmental budgets, ensuring cost-effective resource allocation without compromising service quality.
- Use forecasting tools to optimize staffing schedules and manage peak call volumes effectively.

Overall Achievements:

- **Improved Customer Satisfaction:**
 - Increased customer satisfaction score by 25% within six months through process optimization and staff training.
 - Achieved an average Net Promoter Score (NPS) of 85%
- **Team Management:**
 - Led a team of 20+ customer service representatives & 5 TLs, achieving a 15% improvement in first-call resolution rates.
 - Implemented a coaching program that improved team performance and reduced agent turnover by 30%
- **Process Improvements:**
 - Streamlined complaint resolution process, reducing average handling time by 20%.
 - Introduced a knowledge base for the team, resulting in a 40% improvement in query resolution speed.

Location: **Doha Qatar**

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DOB: **18th February 1982**

Trainings:

- Negotiation Skills
- Know the Self
- Habits of Effective People
- Serve with a Smile
- Powerful Thinking Concepts

Education:

- Bachelor in Arts/Y2002
 - IR/Economics
 - Pakistan

Certification:

VETASSESS Certification– Customer Service Manager Assessed and validated for skills and competencies in Customer Service Management - Issued by VETASSESS (Vocational Education and Training Assessment Services)

- Date: **[December 2024]**

Work Experience:

Skynet Solutions Pvt Ltd. – Customer Service/Call Center Manager - Nov 2022 – Aug 2024 (Software Development Service Provider)

- Organized, monitored, and managed the customer service department and team.
- Onboarded and trained new customer service agents based on expertise and skill set.
- Addressed and resolve customer concerns promptly, offering appropriate solutions.
- Approved compensation requests within guidelines, balancing customer satisfaction and company policies.
- Set and achieved customer satisfaction goals consistently. (NPS/CSAT)
- Analyzed customer feedback data and compiled accurate reports.

Transworld Enterprise Services Pakistan Assistant Manager Quality Assurance (Nationwide) June 2018 – Oct 2022 (Internet)

- Managed a QA team of 25 members overseeing nationwide CS operations to meet quality objectives.
- Developed and re-engineered processes (including Process Manual creation).
- Identified performance gaps among call center agents and conducted assessments.
- Planned, monitored, and reviewed job contributions of CS agents.
- Improved efficiency

Mind Bridge Pvt Ltd – BPO - Pakistan - Manager Training 2016 – May 2018 (Jazz/Telenor Telecommunication)

- Managed teams of 30+ call center agents, achieving KPIs for Service Levels, Customer Satisfaction, and Average Speed of Answer (ASA).
- Successfully reduced AHT by 12% and improved FCR by 15% through process improvements and agent training.
- Optimized staffing through effective workforce management, reducing call abandonment rates by 8%.
- Designed SOPs, new hire training modules, improvement training plans, and training needs assessments.
- Collaborated with HR as an Executive Trainer for training executives across various departments.
- Contributed to the pre-launch of major projects, “Jazz & Telenor.”

Mobilink/Jazz Telecommunication -Pakistan – QA Analyst 2006 – May 2016

- Conducted comprehensive **quality audits** on customer service interactions to ensure compliance with company standards, policies, and telecom industry regulations.
- Monitored and evaluated **call center performance metrics**, including First Call Resolution (FCR), Average Handling Time (AHT), and Customer Satisfaction (CSAT) scores.
- Provided actionable feedback to customer service teams to improve communication skills, process adherence, and service quality.
- Designed and implemented **quality assurance frameworks** to enhance consistency in customer service delivery across multiple departments. Managed teams, developed SOPs, and contributed to multiple national projects.