

NADIA NAZ

SENIOR EXECUTIVE QUALITY MONITORING

CAREER OBJECTIVE

More than 16 years of diversified Experience in Customer Operations and Quality Monitoring. Management of Quality Monitoring Standards along with Reporting & Analysis has given me a deep customer insight into how creative and knowledgeable an individual is ought to be in all fields of industry. Hence, I can confidently say that I am a valuable asset for any Organization that I work for.

AREAS OF EXPERTISE

- Reporting & Analytic Approach
- Quality Monitoring Reporting
- Conducting Training Sessions
- Leadership Skills
- Good Team player
- Customer Experience Management
- KPI development for Monitoring
- Graphic Designing
- Helpdesk Correspondence
- Good communication and Interpersonal Skills

ACHIEVEMENTS

- "Agent of the Month" as Inbound CCE
- "Third Runner Up" as Inbound CCE
- Best Initiative of 2nd quarter, developed newsletter for the department "What New in QAU"
- Quality Assurance Award as "Gem of QAU"

TRAININGS

- "Six Sigma Yellow Belt"
- "Managing & Delivering Service Excellence" one day training conducted by Ufone
- "Change Management & Building Positive Attitude" one day training conducted by Ufone
- Service Excellence Training "Creating Moments of Magic" a program custom developed for Ufone by Golden Blue Group.
- "Job Training Program" 15days training by Consult Us conducted by Ufone
- "The Who - Creating Healthy Environment" one day in-house training.
- "Customer Delight" one day training program conducted by Ufone Organizational Development Team.

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WORK EXPERIENCE

SENIOR EXECUTIVE QUALITY MONITORING

UFONE - PAK TELECOM MOBILE (LTD) PAKISTAN
PAKISTAN'S 1ST MOBILE OPERATOR COMPANY

MAY 2004 - JULY 2020

- Quality Monitoring, Reporting and Analysis:
- To evaluate the inbound CCEs through defined KPIs.
- Evaluation of inbound staff of BPO Projects (HEC/PMYTS) and sharing their quality percentage report/analysis on monthly basis.
- Achieving monthly assigned target & quality percentage.
- Conducting shift meetings with team and Call Calibration sessions as per assigned roster.
- Worked on Self Counselling of inbound agents/Quality Monitoring helpdesk for correspondence and communication circulation in customers operations.

EDUCATION

M.Ed. - Special Education, Specialization in Hearing Impairment

Allama Iqbal Open University - (Grade-B)

B.Ed. - General Education, Majors Mathematics and Physics.

Allama Iqbal Open University - (Grade-B)

Bachelor of Sciences (Mathematics, Statistics, Psychology)

University of Punjab - (Grade-B) •

Intermediate in Pre-Engineering (Mathematics, Physics, Chemistry)

Pakistan Air Force Inter College Chaklala Rawalpindi - (Grade-A)

Matriculation in Science (Mathematics, Physics, Chemistry, Biology)

St. Theresa Girls High School Rawalpindi - (Grade-B)

COMPUTER SKILLS

- 3 months certificate of basic computer knowledge
- MS Office
- Reporting and Analysis on Ms. Excel
- MS Publisher
- Windows 97/2003/2007/Vista • Can work on the Internet/Intranet • Usage of E-mails/Outlook
- Coral Draw Basic • Graphic Designing Basic Level
- Use of photocopier and scanning machine

VACCINATION DETAILS (FULLY VACCINATED)

- Vaxzevria-AstraZeneca 11-05-2021
- Vaxzevria-AstraZeneca 08-09-2021