

# Nouman Zaheer

Dubai, United Arab Emirates

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## **Objective:**

Looking for a high-grown organization with a competitive and challenging environment that creates an ideal condition for delivering high-quality services. Aspiring to associate with an organization, which offers a congenial environment for growth.

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## **Work History:**

Jan 2021 – Present

### **Inovax Solutions Pvt. Ltd**

Operations Manager

U.S & PK



## **Responsibilities:**

- Monitor and improve ordering, telephone handling, and other procedures Evaluate performance with key metrics (accuracy, call waiting time, etc.)
- Line management of operations team – team leaders, back office, processor, and customer care
- Directly reporting to Chief Executive Officer (CEO)
- Primary point of contact for operations from Telecom POC's
- Understanding strategic objectives and goals of the organization and develop a clear vision of exactly how operations will help achieve them. This also involves translating these goals into implications for the operation's performance, objectives, quality, speed, dependability, flexibility and cost.
- Coordinating between departments and operating units in resolving day-to-day administrative and operational problems
- Provide regular updates to management for sales order status, complaints and pending issues
- Improve the operational systems, processes and policies in support of the organization's mission -- specifically, support better management reporting, information flow and management, business process, and organizational planning.
- Direct and coordinate activities of businesses or departments concerned with the sales, and/or completion of orders.
- Manage staff, preparing work schedules and assigning specific duties.
- Maintain sales and activity reports, and other performance data to measure productivity and goal achievement.
- Other tasks assigned by the management for the achievement of the company's goal.
- Manage and direct operations team to achieve business targets.
- Increasing revenue by increasing customer satisfaction through good quality and service.
- Ensure team follows standard operating procedures for all operational functions.

June 2019 – December 2020

**Exilien Financial Services**  
Operations Manager- POC  
Dubai-UAE



**Responsibilities:**

- Responsible for day-to-day operations of the portfolio to ensure the smooth running of the Operations.
- Expanding the relationships with existing customers by continuously proposing solutions that meet their objectives.
- Developing trust relationships with a portfolio of major clients to ensure they do not turn to competition.
- Acquiring a thorough understanding of key customer needs and requirements.
- Coordinating with stakeholders at the client and reporting.
- Closes new business deals by coordinating requirements; developing and negotiating contracts; integrating contract requirements with business operations.
- Responsible for implementing standards and procedures related to business ethics.
- Develop new policies and procedures for suppliers and customers.
- Control and evaluate the organization's fundraising plans and capital structure.
- Develops negotiating strategies and positions by studying the integration of new ventures with company strategies and operations.

May 2018 – June 2019

**EmiratesNBD (Pact Employment Services)**  
Credit Analyst  
Dubai-UAE



**Responsibilities:**

- Calling customers on daily basis and Recovering OS due amount.
- Keeping a strong follow-up of customer payments and giving them discounts.
- Assisting customers to normalize their payments and prepare the documents for filing the legal case against the default customers.
- Recommending customers' flexible payment plans. Coordinating between collections and legal personnel for payment recoveries.
- Keeping the recode of default accounts and recommending action against them.
- Making settlement letters for the cm and keeping file database.
- Assisting customers to normalize their payments.
- Follow up with the customer regarding settlement and payments.
- Recommending customers flexible payment plans and payment rescheduling plans.
- Coordinating between collections and legal personnel for payment recoveries.
- Keeping the record of default accounts and recommending action against them.
- Implemented Collection Strategies. (Researches, Reports, Surveys, Competitive Matrix).
- Participated in planning the collection & Recoveries Strategies of mortgages & Loans.

Nov, 2017 – April, 2018

**Nexel Services LLC**  
Senior Supervisor Operations  
US - PK



**Responsibilities:**

- Directing, managing, and motivating the sales team members to achieve the sales targets or set figures together.

- Developing strategies for selling of products and designing tactics through which maximum revenue can be earned.
  - Assist the manager to resolve customer complaints and issues within the sales department for smooth functioning.
  - Aimed to ensure that every sales team member works in a way directed towards achieving the desired sales figures.
  - Organizing workflow and ensuring that employees understand their duties or delegated tasks.
  - Collecting and analyzing call-center statistics (sales rates, customer service metrics, etc.)
  - Monitor and improve ordering, telephone handling, and other procedures.
  - Prepare reports for different departments or upper management.
  - Analyzing existing operations, protocols, and processes, and making improvement plans.
  - Identifying and highlighting further opportunities for services and process improvements
- Essential Experience/Skills Extremely strong call center management experience is essential to be a success in this role.

Dec 2016 – Nov 2017

**Sybrid – A Lackson Group Company**

Supervisor Operations  
Islamabad-PK



**Responsibilities:**

- Hiring, training, and preparing call center representatives to respond to customer questions and complaints and troubleshooting problems with services or products.
- Ensuring agents understand and comply with all call center objectives, performance standards, and policies.
- Answering agent questions regarding best practices or difficult calls.
- Identifying operational issues and suggesting possible improvements.
- Monitoring and evaluating agent performance, providing learning or coaching opportunities, and taking corrective action, if necessary.
- Preparing reports and analyzing data to assist management as they determine call center goals.
- Working with other supervisors and management team members to support agents and maximize customer satisfaction.
- Monitor queue and track inbound calls. Keep agents aware of inbound calls, calls waiting, abandonment rate, etc.
- Circulates the room periodically every day to listen to conversations and provide instructions.
- Meets with management to report the progress of the call agent team.
- Provides helpful feedback and positive communication to motivate call agents.

Nov 2013 – Dec 2016

**Sybrid – A Lackson Group Company**

Customer Services & Sales Executive  
Islamabad-PK



**Responsibilities:**

- Answering or making calls to clients to learn about and address their needs, complaints, or other issues with products or services.
- Responding efficiently and accurately to callers, explaining possible solutions, and ensuring that clients feel supported and valued.

- Engaging in active listening with callers, confirming or clarifying information, and diffusing angry clients, as needed.
  - Building lasting relationships with clients and other call center team members based on trust and reliability.
  - Utilizing software, databases, scripts, and tools appropriately.
  - Understanding and striving to meet or exceed call center metrics while providing excellent consistent customer service.
  - Making sales or recommendations for products or services that may better suit client needs.
  - Taking part in training and other learning opportunities to expand knowledge of the company and position.
  - Adhering to all company policies and procedures.
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**Academic Qualifications:**

September 2017          bachelor  
August, 2011          l.com

**Other Information:**

**Citizenship:** Pakistani

**Visa Status:** Travel/Visit till Dec, 2022

**Skills and Interests:**

- MS Excel, Reporting, Data Analysis, MIS Analyst.
- Strong oral communication.
- Negotiation
- Strong listener
- Keyboard Player
- Customer service orientation
- Strong sense of ethics
- Internet Surfing