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| |  | | --- | |  | | **Sikander Ali Shar**  **EPS VENTURES SDN BHD| Kuala Lumpur**  **Cell: +60173007951**  **sikander.shar@gmail.com** | |
|  |  |
| (+60) 173007951 | sikander.shar@gmail.com | MYR 5,000 | Selangor | |

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| **Experience** |  |  |
| OCT 2016 - Present | **Operation Service Specialist** EPS VENTURES SDN BHD | Kuala Lumpur, Malaysia | |
|  | Industry | B2B |
|  | Specialization | Operations Services |
|  | Role | PSR |
|  | Position Level | Operation Service Specialist |
|  |  | **JOB RESPONSIBILITIES:**   * Bridging the gap between operations and Sales * Analyzing and processing Data entry to raise request for Quotations for inside sales renewals for HDS * End to end follow ups for Task Data updates in order to deliver the quotes on time to sales business partners * Ensure to meet targets and SLA within given time frame * To ensure to update date in CRM and HDS booking file assets on daily basis * Achieve given targets of raising Data Entry Requests and sending quotes on time * Work within an established customer and own a dedicated territory * Develop the expertise to provide accurate monthly/quarterly performances * Acquire invaluable experience updating and managing tolls like CRM , Parature, Seibel HDS * Collaborate with other Renewal Sales Reps/ account Managers and management to optimize sales processes * Effectively handling partner and build relationships with external clients / sales reps/ Account Managers * Possess excellent product knowledge about the project Hitachi |
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| May 2016 – Oct 2016 | **Customer Success Associate** EPS VENTURES SDN BHD | Kuala Lumpur, Malaysia | |
|  | Industry | B2B |
|  | Specialization | Sales - Telesales/Telemarketing |
|  | Role | Sales Support Coordinator |
|  | Position Level | Senior Executive |
|  |  | **JOB RESPONSIBILITIES:**   * Conducting detailed and granular level primary and secondary research from various databases and analyzing relevant data and statistical information using MS Excel. * Experience in forecasting and modeling techniques using advanced data modeling and pivot tables use. * Present business plans to executives and other corporate clients. * Manage a cross functional delivery team that ensures timely results while progressing in a fast paced environment. * Monitor projects to ensure completion within time and budget controls. * Streamlined corporate reports and presentations to reflect corporate brand and identity. * Achieve quota by selling product/service renewals for some of the most recognized technology companies, may offer upsell opportunities when applicable * Work within an established customer and own a dedicated territory * Develop the expertise to provide accurate monthly/quarterly sales forecast * Acquire invaluable experience updating and managing your opportunity pipeline in the latest CRM technology * Collaborate with other Renewal Sales Reps and management to optimize sales processes * Managing high volume of customer contacts through phone and email each day * Effectively handling partner and build relationships with external clients * managing basic objection handling with customers * Possess excellent product knowledge |
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| Feb 2016 - May 2016 (4 months) | **Quality Analyst** Sellbytel Services Malaysia Sdn. Bhd. | Kuala Lumpur, Malaysia | |
|  | Industry | Call Center / IT-Enabled Services / BPO |
|  | Specialization | Quality Control/Assurance |
|  | Role | Quality Control/Assurance |
|  | Position Level | Senior Executive |
|  |  | **JOB RESPONSIBILITIES:**   * Reviewing performance and delivery of feedback on the quality of service produced by Customer Service Representative (CSR). * Responsible for providing input in developing and implementing quality standards across the Enterprise Organization. This responsibility will involve reviewing ways to improve quality, minimize errors, track operative performance, create reports, allays performance data and ensure customer satisfaction levels are delivered in line with the forecasted objectives. * Provide measurements to help gauge the customer’s overall level of satisfaction with the service experience and provide leadership and direction to management in evaluating and addressing customer service performance issues. * Explain and educate the CRS with the corrective actions and plan future assurance of a high level of support by doing planning and develop strategies to achieve given KPIs. * Provide trainings on soft skills and product knowledge to help agent understand better and apply the elements during case handlings. * Prepare and present Weekly, Monthly and Quarterly business review to client and top management. |
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| Dec 2014 - Jan 2016 (1 year 2 months) | **Hardware and Digital CSR** Sellbytel /Group Bhd | Kuala Lumpur, Malaysia | |
|  | Industry | Call Center / IT-Enabled Services / BPO |
|  | Specialization | Technical & Helpdesk Support |
|  | Role | IT Support/Helpdesk |
|  | Position Level | **Senior Executive**  **JOB RESPONSIBILITIES:**   * Provide a Googley and high quality customer support experience for end user thru phone/email/chat, in order to increase lifetime value, and overall satisfaction with Google Play hardware and digital content. * Provide strategic advice and help solve technical issues by working with a large number of businesses from your market. * Fast learner of new technical skills and proactive about staying up to date on Google Play technical and product details. * Focus on delivering on key results like customer satisfaction, first time resolution, efficiency and quality metrics. * Pro-actively develop innovative ideas to drive process, product and support improvements. |
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| Dec 2010 - Dec 2014 (4 years 1 month) | **Executive Technical Support** SCICOM MSC BHD | |
|  | Industry | Call Center / IT-Enabled Services / BPO |
|  | Specialization | Technical & Helpdesk Support |
|  | Role | IT Support/Helpdesk |
|  | Position Level | Senior Executive  **JOB RESPONSIBILITIES:**   * Answer Inbound calls as Technical support Executive * Provide FCR to customer * Highly skilled tech savvy to assist customers with technical issues and resolve them * To ensure to do end to end follow up with customers * Well known to fix issues with regards to the IPTV, ADSL, FTTH and Digital Voice related queries * Answer Manager Call back and escalation from Tier 1 and provide solution for SingTel Project. * Escalation for IPNMC, INOC and other depts. To seek the solution for end users. |
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| **Education** | | |
| 2006 | **university of Sindh Pakistan** Bachelor's Degree in Political Science | Pakistan | |
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| 2009 | **Institute Tutelage Asia Pacific** Diploma in Business Studies/Administration/Management | Malaysia | |
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| **IT Skills & Tools** | | |
| * Google sheets * MS Windows 2008/2010 * MS Word 2007-2013 * MS Excel 2007-2013 * Troubleshooting * MS PowerPoint 2007-2013 * CRM Software * SFDC Software * SAP Knowledge * Seibel * OS All Windows/ Google Chrome OS | | |
| **Other Skills** | | |
|  | * Customer Handling, * Customer Service * Stress Management * TEAM LEADERSHIP * Business Administration * Project Management * Client Servicing * Technical Support * Troubleshooting Computer * Troubleshooting Skills  |  | | --- | | * Sales & Marketing | | * Problem Analysis & Resolution | | * Project Management | | * Self-Motivated | | * Team Building & Leadership | | * Attention to Details | | * Listening | | * Relationship building | | * Process Development | | * Proactive | | * Highly Organized | | * Negotiating skills | | * Time Management | | |
| *Proficiency level: 0 - Poor, 10 - Excellent* | | |
| Language |  | |
| * English |  | |
| * Hindi |  | |
| * B.M |  | |
| * Tamil * Urdu (Native) * Sindhi (MT) * Punjabi |  | |
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| **ACHIEVEMENTS**     * Self-motivated; able to set effective priorities and implement strategic plans to achieve goals and to meet deadlines. * Networking with vendors and contractors to cultivate new business, and expedite sales processes. * Dynamic team-building, leadership skills and evaluating situations to increase the number of possible solutions. * Cultivating client relationships to better understand their needs and acting as a client advocate. * Utilizing strong leadership skills to inspire employees to maintain peak performance and productivity levels while maintaining high morale. * Presenting and communicating across all levels within the organization.  |  |  | | --- | --- | | References | Shankar Moorthy Operations Manager (SCICOM MSC BHD)  017-3957802 Vijeiyamaran Maslamani Business Intelligence Team Lead (SELLBYTEL SERVICES SDN BHD MALAYSIA)  016-7437509  **Bashvinder Singh**  Senior Operations Manager (SELLBYTEL SERVICES SDN BHD MALAYSIA)  0173166292  **Hui Yick Lau**  Operations Services Manager 2, Client Delivery (SERVICE SOURCE INTERNATIONAL SDN BHD MALAYSIA)  0162196551 | | | |
| **Additional Info** | | |
| Expected Salary | Nego | |
| Preferred Work Location | Anywhere | |
| Other Information |  |  |
| BTEC LEVEL 4 certification in contact center industry  7 Years of experience in contact center B2B as Senior executive , Duty Manager, Quality Analyst, Operation Service Specialist.  I worked for Nokia, Singtel, and Google as call center industry. Also worked as B2B inside sales for Juniper. Currently working for Hitachi Vantara as Operation Service Specialist.  . | | |
| **About Me** | | |
| Age:  Marital Status: | 32 years  Married | |
| Telephone Number | (+60) 173007951 | |
| Address : | D 05-14 Pandan Ria 2, jalan 16 KG Baru Ampang 68000 | |
| Nationality: | Pakistani | |
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