

# Syed Khurram Abbas Jaffery

Manager Customer Care Center at Mobilink (An Orascom Telecom Company)

W: <http://www.worky.com/syedkhurram-abbasjaffery>

A multi-dimensional, vibrant and diligent Customer Services & Sales Professional having experience of Customer Services, Sales, Strategic Planning, Team Management and Operations Management. Possess Master's Degree (MBA) with excellent interpersonal, decision making and leadership skills and have worked in different departments during past 09 years which has enriched my "Out of Box Thinking" to deal with various situations.

## Syed Khurram Abbas Jaffery's Professional Experience

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2008 - Present

### **Mobilink (An Orascom Telecom Company) - MANAGER CUSTOMER CARE CENTER**

Currently working as "Manager Customer Care Center – Rahim Yar Khan" in "Mobilink" the subsidiary of "Orascom Telecom"

#### Responsibilities

- Overseeing and handling of administrative issues.
- Performance monitoring of CCRs and taking necessary steps for individual / team improvement.
- Training needs analysis and have they arranged by and through QAST.
- Maintain office decorum.
- Availability of systems and tools. Assurance of data security and confidentiality.
- Grooming of Customer Care Center staff.
- Performance appraisals.
- Create & Implement plans for continuous improvement of Customer Care Experience
- Implement Customer Care strategies to achieve targets.
- Monitor performance of each segment and ensure consistent performance of Center.
- Effective Customer relationship management
- Implement processes to reduce work load and increase efficiency to satisfy the Customers' needs
- Coordinate and follow up with different departments to resolve the issue in a timely manner
- Minimize churn and increase revenue through relationship management and effective Customer Care
- Execute special tasks and projects assigned by the management
- Monitoring KPIs
- Ensure compliance with budgets, targets, and deadlines through the implementation of cost-efficient controls.
- Ensure compliance with legal and ethical standards

Key Skills

customer care, data, KPIs

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Key Skills customer care, data, KPIs

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2004 - 2008 **Mobilink (An Orascom Telecom Company) - Regional Executive Customer Services**

Worked as "Regional Executive / Coordinator Customer Care" for 3 years in "Mobilink" and then promoted to "Manager Customer Care Center".

Responsibilities

- Looking after the largest region and having more than 40 franchises with 115 CS staff.
- Franchise Performance Monitoring.
- Inventory Monitoring of SIM stocks by reviewing SIM inventory logs & ensure accuracy at all time
- Scheduled & non-scheduled visits to assigned Franchise Offices & Branded Connects.
- Ensuring Franchise staff is updated on all processes & policies.
- Coordination with other departments to ensure franchise facilitation.
- Determining training needs for Franchise staff and conducting regular trainings.
- Analysis, reports & feedback.
- Making sure that policies and procedures are being implemented and followed on all the levels in the region.
- Retaining and developing human resource at branches and keeping healthy and friendly working environment.
- Daily / weekly meetings with franchise Managers/officers and other staff.

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Key Skills customer care, Reports

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Key Skills customer care, Reports

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#### 2003 - 2004 **Mobilink (An Orascom Telecom Company) - Customer Care Representative**

Worked as "Customer Care Representative" for almost one year in "Mobilink" and then promoted to "Regional Executive Customer Care".

#### Responsibilities

- Resolve walk in customer's issues and queries.
- Follow up for the resolution of customer's complaints.
- Coordination with different departments internally
- Overall administration of service center Multan

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Key Skills Administration, customer care

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2002 - 2003 **Union Bank - In House Sales Executive**

Developing new and innovative marketing programs to promote company's products.  
Managing and monitoring the direct marketing teams to get the quality results.  
Creating awareness in the customers about the company's products.

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Key Skills Direct marketing, Innovative, Marketing

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**Syed Khurram Abbas Jaffery's Education and Qualifications**

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2004 **Bachelor/Degree - MBA, Marketing**

**Bahauddin Zakariya University**

Class representative for 02 semester

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**Bahauddin Zakariya University**

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**Bahauddin Zakariya University**

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1995 **Bachelor/Degree - matric, science**

**f.g boys public school Multan cantt**

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### Syed Khurram Abbas Jaffery's Additional Information

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#### Links

Linkedin Profile - <http://www.linkedin.com/pub/syed-khurram-abbas-jaffery/17/776/b55>

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#### Interests

Member of the Executive Club (a student forum of the University department).

Member of the University Directory Committee.

Class Representative for consecutive 03 semesters.

Stamps Collection

Playing Hockey & Cricket

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#### Memberships

Member of Century Club

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#### Awards

Employee of the Year award for 2005

Employee of the Year Award for 2008

Customer Service Excellence award for Q1 & Q3, 2007

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