

Experience

Client Experience Supervisor

Mindbloom – USA

Jan 2023 – Present

- Enhancing service quality by maintaining >95% QA Audit for agent errors through effective coaching and accountability.
- Achieving a team first response time of 90% for contacts within 6 hours.
- Conducting bi-weekly coaching 1x1s to provide direct, individualized feedback, improve service quality, and celebrate successes.
- Collaborating across departments to track and resolve client/product issues within 24 hours, identifying and addressing unusual volume spikes in specific categories.
- Executing escalation process, ensuring timely handling of all client escalations within 24 hours.
- Developing agents through consistent coaching and feedback, building a strong leadership bench strength.
- Conducting 45-minute bi-weekly team meetings to share important information, gather feedback, and foster team unity.
- Creating and improving processes while maintaining the knowledge base for the team and other departments.

Digital Communication Officer

Esajee's – PK

Mar 2022 – Aug 2022

- Enhancing e-commerce operations through targeted improvements using data analysis and S.M.A.R.T.
- Implementing Six Sigma methodologies, leading to significant reductions in delays, cancellations, and product unavailability.
- Collaborating with third-party agencies and internal teams to ensure website stability and performance.
- Monitoring and evaluating web statistics, preparing management information reports.

Ecommerce | Social Media Expert

Fiverr

Mar 2020 – Feb 2022

- Created and managed 20+ Shopify and Elementor stores.
- Provided product catalog management, SEO content optimization, landing page creation, and integration of apps/plugins.
- Created marketing strategies and content calendars for Facebook, Instagram, and Snapchat.

Customer Care Representative
















Sapphire Retail Limited – PK

Dec 2018 – Nov 2019

- Provided multi-channel customer support across phone, email, live chat, Instagram, and Facebook.
- Managed 200+ daily contacts, ensuring prompt resolution within 3 minutes each.

Skills

Technical:

-  Shopify •  Elementor •  Adobe XD •  Canva •  FL Studio •  SEO •  Spreadsheets •  Hootsuite •  Figma
-  Notion •  Zoho Projects •  Atlassian •  Helpscout •  Zendesk •  Quality Assurance

Soft:

- Leadership and Team Management • Time Management • Training and Development • Case Study Analysis • Business Process Analysis • Project Management • Customer Experience Optimization • Creative Strategies • Problem-solving Abilities • Attention to Detail • Continuous Learning and Improvement Mindset • Strong Belief in the Power of Effective Communication

Education

Bachelors of Business Administration

Feb 2018 – Feb 2022

Lahore Garrison University, Majors in Supply Chain

3.32 CGPA

Certifications

• [Management Skills Training](#) – Udemy, Jul 2023

• [HIPAA Certificate](#) – Accountable HQ, Jan 2023