

SYED TAHA NAVEED

CONTACT

tahaa9022@gmail.com
+971 583001026

PROFILE

To chart out a career by taking full advantage of my specialization and to work with my full efficiency and integrity in long term association with any reputed organization.

SKILLS

- Ability to Work Under Pressure
- Fast Learner
- Ability to Multitask
- Effective Time Management
- Leadership
- Decision Making
- Communication Skills

EDUCATION

Mirchawala's Hub Of Accountancy

Present

ACCA 12 papers cleared with awaiting result of FM

Al-Hamd Academy

2017

ACCA Foundation Diploma

Govt. Degree Boys College Bufferzone

2014

Intermediate

EXPERIENCE

Customer Support Team Lead Nov 2022 – Mar 2023

Pockbit Digital

- Lead and manage a team of customer support representatives, providing training, guidance, and performance evaluations to ensure exceptional customer service.
- Developed and maintained customer service support systems to streamline customer interactions and increase customer satisfaction.

Customer Support Executive Jul 2020 – Nov 2022

Tribe Consulting

- Respond promptly to customer inquiries via phone, email, and chat, providing accurate information and addressing any concerns or issues to ensure customer satisfaction.
- Handle a high volume of incoming customer calls, averaging 50-70 calls per day, and maintain a 90% customer satisfaction rating based on post-call surveys.

Quality Assurance Executive Oct 2019 – Jul 2020

Tribe Consulting

- Provide reports on performance for the operations team.
- Assist with the preparation and execution of weekly call reviews and calibration sessions with Operations staff.