

SAIF UR RAHMAN

Customer Service Supervisor

Contact

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 - **Location:** Al Fahidi, Dubai | **Nationality:** Pakistani | **Visa Status:** Employment Visa
 - **Civil Status:** Single | **Date of Birth:** 02-Jan-1993 | **Passport No:** MB9157023
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PROFESSIONAL SUMMARY

Highly accomplished and results-driven **Customer Service Supervisor** with over 8 years of progressive experience in high-volume retail and telecommunications environments across Pakistan and the UAE. Expert in leading and mentoring diverse teams to consistently exceed service standards, evidenced by a **15% improvement in customer retention** and a significant increase in CSAT scores from 82% to **93%**. Adept at optimizing operational workflows, leveraging CRM systems, and resolving complex escalations to build lasting customer trust and loyalty. Seeking to leverage strong team leadership and process improvement expertise to drive exceptional service delivery.

CORE COMPETENCIES

| Category | Skills |
|------------------------------------|--|
| Leadership & Management | Team Leadership, Staff Development, Performance Evaluation, Training & Coaching, Cross-functional Collaboration |
| Customer Experience | Complaint Handling & Resolution, Customer Satisfaction (CSAT), Service Recovery, Customer Loyalty, Interpersonal Communication |
| Operations & Technology | Operational Support, Process Optimization, CRM Systems & Databases, Telecom Operations, SIM Card Management, Microsoft Office Suite (Excel, Word, Outlook) |
| Analysis & Reporting | KPI Monitoring, Feedback Analysis, Transaction Data Reporting, Continuous Improvement |

PROFESSIONAL EXPERIENCE

Customer Service Supervisor

Nesto Hyper Market | Dubai, UAE *December 2016 – Present*

- **Leadership & Team Development:** Led and managed front-end operations and a team of customer service associates, fostering a positive team environment and ensuring alignment with business objectives.
- **Escalation Management:** Managed and resolved complex escalated customer issues, maintaining an exceptional **95%+ customer satisfaction rate** for all resolved cases.
- **Operational Efficiency:** Reduced complaint resolution time by **50% (from 48 hours to 24 hours)** by strategically optimizing communication workflows and empowering team members.
- **Performance Improvement:** Conducted regular performance evaluations, targeted training, and coaching sessions, which improved team response times by **20%**.

- **Strategic Alignment:** Monitored key performance indicators (KPIs), feedback reports, and transaction data, implementing corrective actions and collaborating with sales and marketing teams to align service delivery with company goals.
- **Compliance:** Ensured strict compliance with company policies, data protection regulations, and consumer protection laws.

Key Achievements:

- Increased overall customer satisfaction scores from 82% to **93%** within two years through the implementation of an enhanced, results-focused training program.
- Recognized by senior management for exceptional leadership and operational efficiency during high-traffic sales periods, demonstrating strong crisis management skills.

Customer Service Representative

Warid Telecom | Pakistan *June 2013 – August 2016*

- **Service Delivery:** Delivered exceptional customer support across multiple communication channels (voice, email, chat), consistently maintaining high service quality standards.
- **Technical Processing:** Processed critical telecom requests, including SIM activations, number portability, and account troubleshooting, achieving a **100% accuracy rate**.
- **Sales & Upselling:** Consistently exceeded monthly sales and upselling targets, achieving **115–130% of postpaid SIM sales targets** through needs-based selling and clear plan explanations.
- **Data & Reporting:** Accurately recorded and analyzed customer interactions using CRM tools to identify recurring systemic issues and proactively escalate them to management for resolution.
- **Collaboration:** Partnered with franchise and management teams to resolve service bottlenecks and ensure smooth, uninterrupted operations.

Key Achievements:

- Ranked among the **top 10 representatives nationwide** for outstanding customer satisfaction and first-call resolution (FCR) metrics.

- Improved customer retention rates by **15%** through proactive service recovery and relationship management initiatives.
 - Received multiple internal recognitions for outstanding service quality and teamwork.
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EDUCATION

BACHELOR OF ARTS University of Peshawar | Peshawar, Pakistan *2012 – 2014*

LANGUAGES

- English (Fluent)
 - Arabic (Conversational)
 - Polish (Basic)
 - Urdu (Native)
 - Pashto (Native)
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REFERENCES

References are available upon request.