



# WASEEM NADEEM

## SUPERVISOR/TEAM LEAD

Team-minded and energetic leader with 5+ years of experience. Seeking a challenging role to develop educational skills and contribute as an effective team member. Interested in joining a career-oriented organization to gain experience, professional skills, and be a valuable part of a progressive team

## EXPERIENCE

### MOXI WORKS — TEAM LEAD

TRANSDATA

2023

Led a technical support team for a SaaS Realty software, resolving user issues and ensuring smooth operations. Oversaw troubleshooting, mentored staff, and set performance goals. Collaborated with developers to enhance software based on user feedback, optimizing the real estate experience.

### WESTERN UNION — ASSISTANT TEAM LEAD / CUSTOMER SERVICE EXECUTIVE

IBEX

2020 - 2023

Handled global customer concerns in North America, Asia, Europe, Africa, and the Middle East. Specialized in resolving payment, transaction, refund, and App/Website Support issues.

Recognized as an Assistant Team Lead, consistently achieving a customer satisfaction score of 3.8/4.0

### CUSTOMER SUPPORT EXECUTIVE

MINDBRIDGE

2018 - 2019

Managed customer interactions across Europe, Africa, and the Middle East. Addressed order inquiries, refunds, and provided App Support.

Consistently upheld a quality rate above 95% and achieved a remarkable customer satisfaction score of 4.7/5.0. Educational institutions and online classroom management



+971-52-513-5718



mianwaseem10000@gmail.com



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## KEY SKILLS

- Team Leading
- Customer Service
- Outbound Sales Executive

## EDUCATION

### MATRICULATION

LAHORE BOARD

2013

### INTERMEDIATE

LAHORE BOARD

2017



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## EXPERIENCE

### ○ TEAM LEAD / SALES EXECUTIVE / CONTACT VALIDATION OFFICER

TRANSDATA

2016 - 2018

In Super Awesome Gadgets campaign, have been selling Ultimate Channels Box to the users across UK, US and Canada.

In Liberty Power campaign, have been selling electricity across different states of United States.

As a Contact Validation Officer, have been updating US/Canada Phone Directories.

## LANGUAGE

- ENGLISH
- URDU
- PANJABI

## ADDITIONAL SKILLS

- GRIP OVER PRODUCT KNOWLEDGE
- DATA-ORIENTED
- FRIENDLY AND COMMUNICATIVE
- EXPERT IN CONFLICT RESOLUTIONS

## HOBBIES

- ACTING
- THEATRE
- POETRY
- CRICKET
- SNOOKER
- VIDEO GAMING