

Mohsin Majeed Khan

Assistant Manager Operations at Qwqer Pakistan

To pursue a challenging career of excellence in call center industry at organizations where obtained experience and knowledge can be added upon, enhanced and leveraged, by analysis, adding to the benefits and prosperity of the organization.

Skills & Strengths

- Communication Skills
- Customer Service
- Flexibility/Adaptability.
- Goal Oriented
- MS Office
- Team Management

Experience - 7 years

Assistant Manager | QWQER - Lahore, Pakistan | Apr 2023 - Feb 2025

- Oversee daily operations, ensuring smooth execution of instant deliveries and exceptional customer service.
- Efficiently multitask to address and resolve ongoing operational issues in real-time.
- Compile and manage daily reports to support informed decision-making and reporting to higher management.
- Handle updates and maintain essential documentation for process improvements.
- Identify and implement strategies to enhance operational efficiency and customer satisfaction.
- Collaborate with cross-functional teams to streamline workflows and optimize service quality.
- Monitor key performance indicators (KPIs) to ensure compliance with operational standards.
- Contribute to the continuous improvement of processes, enhancing overall organizational effectiveness.

Fraud & Compliance Executive | AIRLIFT TECHNOLOGIES - Lahore, Pakistan | Jun 2021 - Jul 2022

- Develop and implement an effective compliance program
- Create sound internal controls and monitor adherence.
- Proactively audit process, practice and documents to identify weaknesses.
- Evaluate business activities to assess compliance risk.
- Educate and train employee on regulation and industry practices.
- Meeting quantitative and qualitative KPI's

Operations Executive / Business Support Executive | ABACUS CONSULTING - Lahore, Pakistan | Dec 2019 - May 2021

- Working on the project of careem on email support.
- Resolve the issues of rider on tickets which were received through system.
- Assist the customer on those issues which he faced during trips with driver and facilitate them according to company SOP's.
- Investigate the issue which occur during trip and penalize the guilty party.
- Create reports on daily basis related to work and share with management.
- During the absence of team lead manage the team task assigned by lead.

Quality Assurance Officer / QA Officer | MILVIK PVT LIMITED - Lahore, Pakistan | Nov 2017 - Nov 2019

Started here at CSR on insurance project of sale after promoted as quality assurance officer.

Contact Info

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Education

Lahore Board of Intermediate
Lahore / Matric

Certifications

- Business Management Course
Diraction Professional management institute | 2025

Awards

- QWQER PAKISTAN
Appreciation of 1st year Completion | 2024
- QWQER PAKISTAN
Appreciation Outstanding Hardwork | 2023

Languages

- **Punjabi** - Native
- **Urdu** - Native
- **Hindi** - Medium
- **English** - Medium

Hobbies

- Travelling
- Music
- Making connections
- Gaming
- Playing Cricket

- Evaluate the quality of agents on daily basis and share the report to concern management.
 - Conduct sessions on daily basis for giving update and improvement of agents.
 - Work on the quality of bottom performer agents for improvement.
 - Shared the new idea's with team to increase the sale and understanding of customer as well.
 - Help the agents to increase their sale also guide them about the communication skills to handle the calls accordingly.
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