

# Muhammad Khalid

Senior Customer Service Representative

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## Languages

English (Fluent)

Urdu (Native)

Punjabi (Native)

## About

I'm a results-driven leader with strong organizational skills, proven in team management and complex project oversight. My experience and dedication can bring meaningful change to your dynamic company. I'm committed to achieving company goals with unwavering loyalty and innovative problem-solving, striving for excellence.

### BRANDS WORKED WITH

J Telemarketing

## Experience



### Senior Operations Manager

J Telemarketing | Jan 2018 - Sep 2023

- Negotiated price and service with customers and vendors to decrease expenses and increase profit 15%.
- Led a team of 100+ agents, achieving a 30% revenue increase within 12 months.
- Enhanced employee engagement, resulting in a 10% lower turnover rate.
- Elevated sales conversion rates by 10% and reduced handling time by 9%.
- Trained 30 new employees with a 100% adherence to protocols and service standards.
- Assisted in hiring and training 20 team members, achieving a 95% new hire retention rate.



### Team Leader

J Telemarketing | Nov 2015 - Dec 2017

- Managed a team of 17 representatives, driving a 12% sales performance improvement.
- Increased team productivity by 11% and raised customer satisfaction by 14%.
- Provided mentorship leading to a 10% improvement in individual sales performance.



### Customer Service Representative

J Telemarketing | Aug 2014 - Oct 2015

- J-telemarketing, Rawalpindi
- delivering exceptional service to U.S. customers.
- Effectively handled customer requests for products, services, and company information, resulting in a 95% customer satisfaction rate.

## Education & Training

2023 - 2024

### BPP University

MSC Management -project management.,

2001 - 2017

### PMAS Arid Agriculture University

Master of Science in Computer Science,

### Punjab College of IT Rawalpindi

Physics, Computer Science FSC (ICS),