

Sabeen Mansoor

Eligible to work in United Kingdom

London, United Kingdom

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Career Objective

A self-motivated and a focused Customer Service and IT professional seeking a challenging opportunity within a progressive organization. I feel passionate towards Customer Satisfaction and implementation of ISO standards which is integral to the success of business operations.

Professional Highlights

- Successfully lead a team of 15 customer service staff in an Internet Service Provider (AKUNET)
- Prepared and implemented **Customer Service Operational Manual** for the ISP which significantly improved the complaint solving time by 95%
- Was a **point of escalation** for complex customer service and support issues in ISP
- **Exceptional record in solving customer related problems** and boosted the overall team efficiency
- Designed and implemented **Customer Satisfaction Survey** for the ISP
- **Designed the Website of the ISP** and helped in making the website of the hospital as well
- **Implemented quality policy and procedures** in the IT department
- **Enabled the IT Department** to successfully achieve ISO 9001 certification
- **Strong Team Management and Problem Solving Skills**

Professional Experience

SENIOR CUSTOMER SERVICES ASSISTANT & ISO COORDINATOR - 1999 – 2004

The Aga Khan University Hospital

- Arranged weekly meetings with the staff to monitor ISP operations and resolve any issues
- Reviewed and investigated customer complaints of the ISP and provided corrective actions
- Developed Customer Retention, Customer Satisfaction and marketing strategies for the ISP
- Solely responsible for the Customer Services Section and handled the Customer Complaints when escalated
- Developed a manual and provided the solution of all the Customer Complaints, technical and networking related problems. This helped significantly in decreasing the time in solving the complaints
- Developed Analytical Reports for Customer Satisfaction Surveys, Disconnection Survey, High Usage Surveys, Active and In-Active User Surveys etc.
- Responsible for the documentation of the ISO 9001 audits and for Internal Audits
- Documented internal audits and quality management inspections and implemented corrective actions where necessary
- Handled the External Audit –required for ISO 9001 certification
- Coordinated and supported the external audit team with relevant quality documents

- Involved in making the E Feasibility Report with the Director of Information Technology
- Created System Flow Charts and Data Flow Diagrams for IT Division
- Prepared and updated the Service Quality documentations such as ISO Quality Manual as well as Quality Policy for ISP and the IT Department.
- Designed Activity log sheet for the employees for effective use of time management skills

CLASS REPRESENTATIVES CHAIR – 2013-2014

GEMS WELLINGTON PRIMARY SCHOOL

- Elected by the parents of the school for the Parent Association
- My objective was to establish effective communication between the school, parents and the students. For this I ensured that all the Class Representatives planned and conducted social activities in classes
- Conducted meetings every term where we discussed activities that should be should engaged in and solved any issues
- Promoted healthy well-being to the school community.
- Selected as the GWPS (GEMS Wellington Primary School) Ambassador for the school

Education & Qualifications

Master of Business Administration

- Management Information Systems (MIS)
- Institute of Business Management
- Completed: 2001

Bachelor of Business Administration

- Management Information Systems (MIS)
- Institute of Business Management
- Completed: 1999

Professional Certifications

ITIL Certified

- Foundation Course
- ITSM Zone, Accredited by PEOPLECERT
- Completed: 2015



ISO 9001: 2015 Certified

- Training on ISO
- CALISO
- Complete: 2016



Certification in Information Security Management System (ISMS)

- ISO 27001: 2013

References

Furnished upon request