

SAQIB SAEED

Customer Support Specialist | Web Developer |

Address: 203/A - Ali Town, Thokar Niaz Baig, Lahore, Punjab, Pakistan

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PROFESSIONAL SUMMARY

Result-oriented professional with 10+ years of experience in customer support, service desk management, and web development. Strong background in high-quality email support, technical troubleshooting, and professional business writing across Mindbridge BPO and Allsupport365. Fluent in English, Urdu, and Punjabi, with a proven ability to communicate clearly, resolve conflict, and deliver polished written content - skills directly transferable to translation, copywriting, and transcription work.

KEY SKILLS

- **Languages:** Native/fluent Urdu and Punjabi; professional working proficiency in English (written and spoken).
- **Professional Writing:** Business correspondence, email support documentation, technical writing, content editing.
- **Customer & Communication:** Omni channel support, ticket lifecycle management, SLA adherence, conflict resolution, active listening.
- **Technical:** WordPress development, PHP, XAMPP, MS Office 365 (Word, Excel, Outlook), Google Workspace.
- **Quality Focus:** Customer Satisfaction (CSAT) and Net Promoter Score (NPS) improvement, First Contact Resolution (FCR).

PROFESSIONAL EXPERIENCE

The Educators – West Campus, Hafizabad | *Sr. CS Teacher & Web Developer*

January 2025 - December 2025

- Designed and maintained the school's internal portal using PHP and XAMPP to streamline campus operations.
- Managed web development projects and integrated digital tools for administrative efficiency.
- Provided technical training to staff on Google Workspace and MS Office 365 tools.

Mindbridge BPO, Lahore | *Customer Support Executive – UBER & TALABAT*

October 2021 - January 2025

- Resolved high-volume customer queries via email while maintaining exceptional CSAT scores.
- Utilized CRM tools to document customer interactions and ensure First Contact Resolution (FCR).

- Demonstrated expertise in professional written communication and issue escalation.

Allsupport365, Lahore | *Service Desk Support In-charge – SAR & MCR IRELAND*

September 2020 - October 2021

- Led the service desk team to ensure timely resolution of technical tickets within defined SLAs.
- Acted as an escalation point for complex technical issues, ensuring minimal downtime.
- Monitored support performance and implemented improvements in customer service workflows.

Mindbridge BPO, Lahore | *Customer Support Executive - UBER*

November 2018 - July 2020

- Handled multi-channel customer interactions and provided comprehensive inbound support.
- Resolved high-volume customer queries via email while maintaining exceptional CSAT scores.
- Utilized CRM tools to document customer interactions and ensure First Contact Resolution (FCR).
- Demonstrated expertise in professional written communication and issue escalation.

The Educators, Hafizabad Campus | *Sr. Computer Science Teacher*

December 2012 - November 2018

Crescent Bahuman Ltd. | *Junior Officer HR*

May 2008 - November 2012

- ERP (Time & Attendance) development and supervision of Time Office functions
- Ensure punctuality according to work schedules
- Calculate daily attendance in ERP
- Run attendance procedures
- Send attendance reports to division heads
- Verify overtime summaries and forward for approval/payment
- Prepare Late Arrival reports and take action according to company policy
- Provide attendance, mess, and leave balance information for employee clearance
- Verify earned leave payment forms and forward to Finance
- Supervise attendance control system (ERP)
- General office management
- Resolve employee Time Office issues
- Ensured compliance with labor laws and company policies across HR processes and employee records.
- Handled employee grievances, working to resolve workplace issues fairly and in line with company policy.
- Processed payroll and maintained employee attendance records.

EDUCATION

- B.Sc (Computer Science) - Virtual University of Pakistan, Lahore
- ICS — BISE Gujranwala

LANGUAGES

English, Urdu, and Punjabi