

# ONEEB FAROOQUI

CUSTOMER SUCCESS & TECHNICAL SUPPORT LEADER | 12+ YEARS DRIVING SATISFACTION, SALES, AND OPERATIONAL EXCELLENCE



Rawalpindi, Pakistan

## SKILLS

### Customer Service Skills:

- Customer Retention & Engagement |
- Problem Resolution
- Quality Assurance
- Technical Support

### Management Skills:

- Team Leadership
- Department Management
- Performance Metrics Analysis
- Strategic Planning
- Sales Coaching

### Technical Skills:

- CRM Management
- Social Media Marketing
- Data Analysis
- Technical Troubleshooting

## LANGUAGES

- English (Fluent)
- URDU (Fluent)



## PROFILE

Proven ability to enhance customer satisfaction, drive engagement, and improve sales performance. Expertise in providing technical support, managing customer service teams, and delivering exceptional customer experiences. Adept at leveraging CRM tools and implementing strategies that boost retention and operational efficiency.



## WORK EXPERIENCE

### Skyscrapers Pvt. Ltd

#### Customer Success & Sales Strategist

Mar 2019 – Present

Managed sales and customer support departments to ensure operational excellence.

Implemented process improvements to boost productivity and customer satisfaction.

Provided technical support for high-value clients, ensuring timely issue resolution.

Mentored the team, enhancing overall performance and aligning efforts with company goals.

### Skyscrapers Pvt. Ltd

#### Sales and Customer Service Specialist

Nov 2016 – Mar 2019

Delivered top-tier sales and customer service, recognized as a top performer in the company.

Successfully managed a team, focusing on quality assurance and service excellence. Improved resolution processes to enhance the overall customer experience.

### Touchstone Communications

#### Customer Service Representative

Oct 2015 – Nov 2016

Provided exceptional service in the auto insurance sector, effectively addressing client inquiries.

Resolved technical issues promptly, maintaining a high client satisfaction rate.

### Freelance & Call Center Experience

Conducted telemarketing campaigns across various industries, including injury claims, solar sales, final expense insurance, auto insurance, and medical billing.

Consistently exceeded sales and conversion targets while ensuring client retention.

Provided live technical support and issue resolution for telemarketing projects.



## EDUCATION

### Bachelor of Commerce (BCOM)

Allama Iqbal Open University

### Intermediate in Commerce (ICOM)

Saint Mary's College