



OPERATION COORDINATOR



HIGHLY RESPONSIBLE INDIVIDUAL READY TO LEAD A TEAM OF CUSTOMER SUPPORT PROVIDERS

Oversee customer accounts & day-to-day operations
Ensure exemplary day-to-day service & support to customers, manage open cases & upstream coordination
Draw analytical insights to create high value, long-term customer relationships
Collaborate with team members to deliver demanding client requests
Ensure operational & quality assurance metrics
Motivate high performance teams

BS / BBA degree preferred
1+ year of experience in customer services. Fresh graduates may also apply
Previous experience of Telemarketing is a plus
Willingness to take sole responsibility & push the limits
Superb oral & written English & Urdu communication skills