

Roger Robinson

Customer Services and Solutions

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I am a Seasoned Professional that strives to set goals and strategies. I desire a position that provides an opportunity to effectively use my communication, Time management and planning and coordinating skills. Seeking a challenging position according to my qualification I am a highly committed person with all the zeal and enthusiasm to excel my responsibilities. Personal Abilities Self-Motivated; Persistent; Confident; Honest; Hardworking; Selling skills; Effective Communicator; Result oriented; Committed to delivery; Energetic; Enthusiastic; Always Vigilant & active during duty; Successful team leader with minimal supervision; Rapid Learning; Quick decision making. g team members to exceed business targets.

Work History

2023 - Current **Training Team Lead**

ZAG Global, Rawalpindi

- **Training Program Development:** Developing training programs and materials that align with the company's objectives and client requirements. This includes designing training modules, manuals, and other resources.
- **Team Supervision:** Overseeing a team of BPO trainers, assigning tasks, and providing guidance and feedback to ensure that training programs are effectively delivered.
- **Training Delivery:** Conducting training sessions for new hires and existing employees. This involves explaining processes, systems, and client-specific requirements.
- **Content Updates:** Keeping training materials up to date with the latest information, processes, and client expectations.
- **Performance Evaluation:** Assessing the performance of trainers and trainees through various methods, such as tests, evaluations, and simulations. Providing feedback to trainers and trainees to improve performance.
- **Quality Assurance:** Ensuring that the training delivered meets quality standards and aligns with client expectations. Monitoring trainee performance after training to identify areas for improvement.
- **Skill Enhancement:** Identifying skill gaps among trainees and providing additional training or coaching to address these gaps.

- Reporting: Generating and maintaining reports on training progress, performance metrics, and feedback. Sharing these reports with higher management for decision-making.
- Client Interaction: Collaborating with clients to understand their specific training needs and customizing training programs accordingly.
- Continuous Improvement: Staying updated with industry trends, best practices, and emerging technologies to enhance training methods and outcomes.
- Team Development: Mentoring and developing the skills of the training team members. Providing them with opportunities for growth and improvement.
- Communication: Facilitating effective communication between the training team, management, and other departments within the organization.
- Compliance: Ensuring that training processes comply with legal and regulatory requirements, as well as company policies

2022 - 2023 Credentialing Specialist

Bellmedex, Rawalpindi

- Maintained all provider applications on CAQH while continuously evaluating applications for completeness.
- Direct communication with health professionals on missing or expiring requirements, establishing target dates to ensure expedient start.
- Complete hospital medical staff applications for physicians and allied health professionals to obtain privileges at hospitals.
- Coordinate and provide accurate data entry information regarding providers, on our billing office/ lab information systems.
- Reviewed all provider applications and supporting documentation for completeness, and oversaw data entry through assigning to Credentialing Specialists.

2021-02 - Account Executive

Phi Consulting, Islamabad, Federal

- Making outbound calls, prospecting new businesses in our target market pool in the US transportation industry.
- Ensuring your pipeline is regularly maintained and you are able to grow your pipeline at an excellent pace.
- Maintaining and growing a pipeline of qualified prospects and
- Providing accurate forecasts for your generated revenue.
- Building rapport with the prospect and identifying the pain points and

- providing a just solution that will not only address their concern but also add value to their business.
- Achieve KPIs on a daily basis.

2018 - 2020 Quality Assurance Executive

Errands Communications, Rawalpindi, Punjab

- Evaluating and transcribing calls to more than 10000 dealerships in the USA,
- Provide training sessions to the team and educate them about the product.

2014 - 2018 Customer Sales Executive

Touch Stone, Rawalpindi, Punjab

- • Contacted potential customers to capitalize on sales opportunities.
- • Maintained accurate and current customer account data with manual forms processing and digital information updates.
- • Educated customers on promotional options, sales policies and methods for obtaining desired results from company offerings.

2011 - 2012 Tele Sales Agent

Z Vibes Communications, Islamabad

- Making call to new customers for new subscriptions.
- Taking existing customer's calls and complaints.
- Solving their problems by discussing them with the concerned departments.
- Completing sales targets during annual promotion.
- Explained product prices and packages as well as answered questions and
- Addressed concerns of customers.
- Overcame objections using friendly, persuasive strategies.
- Delivered scripted sales talks to customers reached via manual and automatic dialing systems.
- Set up appointments with interested customers according to schedule availability.

Education

1994 - 2006 High School Diploma

Saint Mary's Cambridge School

Skills

MS Office Skills: MS - Word, MS - Excel, MS - PowerPoint Complete, MS Access, Net Surfing, Email. Hardware and Networking

Administrative ■■■■■■

English ■■■■■■

Managing ■■■■□

Marketing ■■■■□

Networking ■■■■□

Sales ■■■■□

Technical Support ■■■■■■

Client Service ■■■■■■

Staff education and training ■■■■■■