



SYED PARAS ALI

LANGUAGE INTERPRETER/ CUSTOMER SERVICE AGENT | EMAIL
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OBJECTIVE

To strive towards the identification of a win-win situation where my interests, aptitude, and proficiency match the requirements of a responsible position in your organization, allowing me an opportunity to contribute towards its growth and development.

SKILLS

Microsoft Office, Salesforce, MS Excel, Jira Service, Complaint Resolution, Communication, Positive Attitude, Polite behavior, Explaining Attitude, Active listening.

EXPERIENCE

Urdu, Punjabi, Hindi Interpreter. Teleperformance • FROM June 2019 – to May 2020

Punjabi, Urdu, Hindi interpreter at Language LINK 2020 – to May 2022

Responsibilities:

Attend calls from different clients from USA and interpret between client and LEP.

CSR/ UBER SUPPORT TEAM OUTBOUND • MAJOREL • FROM MARCH 2016 – TO MAY 2017

Responsibilities:

- Handles calls or inquiries from Partners (Drivers)
- Assists customers effectively by solving customer disputes according to the KB (knowledge base)
- Provides customer additional information or explains services
- Accurately captures customer information and create their cases for follow up and to keep records
- Update customers (Drivers and Riders) about new updates
- Solve their payment issues and clear their missing payments
- Explain conditions to become our partner
- Explain the importance of quality and rating
- Assist them in their native language to understand their issue properly and explain the solution properly.

SUPERVISION IN CUSTOMER SERVICE • TELEPERFORMANCE • FROM JUNE 2017 – TO MAY 2019

Responsibilities:

- Check the consumer's complaints and inquiries and team reputation and make their KPIs etc.
- Investigate customers' problems and find solutions.
- Communicate with customers via phone, email, or letter.
- Hire, train, and terminate customer service agents.
- Provide scripts to read from during phone calls.

- Handle major incidents that cannot be resolved by agents.
- Assist consumers personally if they have a serious problem
- Explain the reputation of the team to the client
- Explain and discuss the major problems that should be solved immediately to the ACM, CCM, and client.
- Check team attendance and CSATs
- Confirm annuals and casuals of the team.

Urdu Interpreter. Teleperformance • FROM June 2019 – to May 2021

Responsibilities:

Attend calls from different clients from USA and interpret between client and LEP.

Achievements

Demonstrated etiquette and manners and improved my team reputation.
 Set up training materials and templates for the newcomers and got awarded by the manager.
 Got 100% CSATs from the customers
 Become best Supervisor of the Year
 Appreciated in managing the queue without any disturbance in Covid crises.

EDUCATION

HIPPA CERTIFICATE FOR INTERPRETATION.

MEDICAL FRAUD AND ABUSE CERTIFICATE FOR INTERPRETATION.

GRADUATION DEGREE • 2017-2021 • AL AZHAR UNIVERSITY CARIO.

ARABIC LANGUAGE CERTIFICATE • 2016-2017 • MARKAZ SHEIKH ZAYED LANGUAGE INSTITUTE

INTERMEDIATE DEGREE • 2013-2016 • AL KARAM UNIVERSITY, BEHRA

MARTIC DEGREE • 2011-2012 • FAUJI FOUNDATION SECONDARY SCHOOL



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