



Waqas Ali Tahir

Quality Assurance Analyst

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Other, Quetta, Pakistan

Summary

As a skilled team member with excellent interpersonal and communication skills, I am seeking a challenging position in the information technology and management field. With a Bachelor's degree in Commerce and several years of experience in various organizations, I am eager to contribute my expertise and drive towards achieving company goals.

Skills

Ability To Meet Deadlines | Activity Coordination | Admin Assistance | Admin Management | Administration Tasks Handling | Administrative Assistance | Advance MS | Excel | Analysis | Analytic Reporting | Analytical Reasoning | Analytical Skills | Assessment Skills | Attendance Management | Basic Understanding Of Statistical Data | Building Security Management | Business Analysis | Client Management | Command on Excel | Communication and Coordination Skills | Communication Skills | Computer Literate | Computer Proficient | Confidentiality | Conflict Management | Coordination And Monitoring Skills | Coordination and Networking | Coordination and Reporting | Coordination Skills | Critical Analysis | Critical decision making | Customer Relation Management | Customer Relationship Management | Customer Service Skills | Dashboard Management | Data Entry | Data Management | Data Validation | data verification | Database Management & Analysis | Debt Recovery | End To End Recruitment | Financial Analysis | Financial Reconciliation | Fluency In Local Languages | Fluent in English | HIS Implementation | Hospital Medicine Knowledge | International Account Management | Internet Browsing | Knowledge Of IT

Experience

Feb 2021 - Mar 2023

Quality Assurance Analyst

IBEX GLOBAL, Quetta, Pakistan

1. Quality assurance analyst is responsible for quality analyzing of the CSR. 2. Responsible for Quetta site office. 3. Having the team of 87 call agents. 4. Responsible for quality of providing services all over the Country. 5. Efficient use of Khanza pehel 911 portal. 6. Conducting a daily huddle session with call agents and guiding them about betterment of their mistakes. 7. Conducting a coaching session of low performing agents on daily bases. 8. Daily reporting about quality to concerns management. 9. Dashboard making and updating on daily bases. 10. Time Domain reflectometry TDR updating. 10. Huddle attendance updating and analysis on attendance in Excel. 11. At month end questions making for quiz to ensure all agents are updated about sops. 12. Taking quiz and result making in excel.

Jan 2021 - Dec 2021

Data Analyst/ Team Lead

MicroMerger (Pvt.) Ltd., Quetta, Pakistan

1. Data Analyst/Team Lead is responsible for data analysis & Generation Reports. 2. Responsible for the assign team of data entry operators. 3. Having A team of 10-15 employees . 4. Responsible for Data analysis and Generate the Comprehensive and optimize report using Data Analysis skills . 5. Efficient use of MCTB(missed Children

Tracking Data base) and share the Reports to office focal Person that help in genating reports and planning. 6. Before Campaign, TL must have the micro plan of the assigned deos to plan out the task of data as per the expected tally sheets of each day. 7. Team lead is responsible to ensure the proper workload distribution Collect and compile data received by Field. 8. Assign and monitor Data Entry and validate correct entry by assigned team. 9. Generate the list of Missed Children and correct the spelling and required fields entered by DEOs. 10. Keep close communication with field staff for timely receiving data from field. 11. Communicate to DC(District co-ordinator) regarding project updates and reports 12. Maintain and update reports on time required by District coordinator/Focal Person. 13. After campaign responsible to track missed childrens send missed childrens compiled files for followup. 14. After communicating with field staff updating the followups files in MCTDB. 15.Ensure proper checking 16.Assigning team to find out the persistently missed children in data.

Jan 2020 - Dec 2020

Data Validation Associate

MicroMerger (Pvt.) Ltd., Quetta, Pakistan

1.Data Validation associate is responsible for data verification and data validation.2.Responsible for the assign team of data entry operators. 3.Having A team of 10-15 employees . 4. Responsible for Data verification and data validation. 5.Efficient use of MCTB(missed Children Tracking Data base) and cleaning the data entered in data base to prevent mistakes which helps in genating reports and planning. 6.Helping team Lead in assigned works 7. Data validation associate is responsible to Assign and monitor Data Entry and validate correct entry. 8. Generate the list of Missed Children and correct the spelling and required fields entered by DEOs. 9. Keep close communication with team lead and district coordinator for timely entering data. 10. Communicate to DC(District co-ordinator) regarding updates 11. Maintain and update reports on time required by District coordinator/Focal Person. 12. After campaign responsible to track missed childrens send missed childrens compiled files for followup. 13. After communicating with field staff updating the followups files in MCTDB. 14.Ensure proper checking 15.Assigning team to find out the persistently missed children in data.

May 2017 - Dec 2019

Data entry operator

MicroMerger (Pvt.) Ltd., Quetta, Pakistan

1.Data Entry operator is responsible for entering data in MCTDB(Missed children tracking database) 2.Data compiling and alligning the data of asigned UC(Union council) 3.Entering of NA and refusal childrens accordingly 4.Correcting the Form with the missed children data and updating on DB. 5. Responsible for work assigned by DVA/Team Lead.

Education

2019

Allama Iqbal Open Univeristy

Bachelors in Commerce

Accounting & Finance

CGPA: /0

2015

BBISE

Intermediate/A-Level

I.c.s, Intermediate/A-Level

Percentage: 55%

2011

Federal Board of Intermediate and Secondary Education Islamabad

Matriculation/O-Level

MATRIC IN SCIENCE

Percentage: 57%

Projects

Pakistan Emergency Helpline 911

<https://cpisb.pehel911.gov.pk/login>

Pehel 911 is Pakistan first merged emergency helpline also called a mother helpline in which police 15, Rescue 1122, NHMP(National Highway & motorway police) 130 & PDMA flood related cases are dealt. Where trained call Agents receive calls and deals the emergency of caller where agent decide weather caller needs a police, rescue or both. All the other helplines are merged in one helpline number 911.

Languages

Pashto
Beginner

Punjabi
Beginner

English
Intermediate

Urdu
Intermediate