

# SYED SALMAN GILANI

## CUSTOMER SERVICE

### CAREER SUMMARY

I have over 9 years Customer Service experience of successfully coordinating the activities of various departments concerned with the production, sales & services. I am comfortable working with people of all levels and having an excellent commercial approach to solving problems and developing business processes. I have proven people management skills, with the ability to manage performance and motivate staff on an individual and team level. I am now looking for a new and challenging position, one which will make best use of my existing skills and experience and also further my personal and professional development.

### WORK EXPERIENCE

#### Lloyds Banking Group

CUSTOMER CONSULTANT

May 2016 – Present

Lloyds Banking Group is a financial services group with millions of UK customers with a presence in nearly every community. The business is focused on retail and commercial financial services. LBG thrive based on how well they serve their customers; on their relationships within the communities they serve; and on helping Britain prosper. I work in Unsecured Pre-collection/Collection department and;

- Provide advice and support to the customers who are facing financial difficulties.
- Also works with the Customer Priority Team supporting the customers who are Vulnerable and are going through some difficult time.

#### Chester Adult PHAB Club

VOLUNTEER/MARKETING ASSISTANT

December 2014 – Present

Chester Adult PHAB club is a charity for people with and without disabilities (Registered Charity No: 1053838). It is an independent charity affiliated to National PHAB. I volunteer and;

- Help the club in bag pack events at various stores across Cheshire and North Wales to raise funds.
- Organize and represent the club to showcase the services and volunteering opportunities relating to wellbeing and equality at University of Chester and Chester Library.
- Re-designed the Club's website and made significant improvements. Also volunteer as a website administrator and make regular updates to the website (featured in The Standard newspaper)
- Designed Marketing board, Leaflets, Banner and ID cards for all the members and Volunteers of the club.
- Attend monthly social event of the club at local pub to find out about events and activities and meet friendly like-minded people with and without disabilities.
- DBS checked.

#### Touchstone Communications BPO

PROJECT MANAGER

February 2013 - September 2014

I was responsible of managing a Team of over 60 operative generating direct sales and leads for various Clients based in US. Making sure the Daily Sales and Revenue targets are met without compromising the Quality of the leads and customer satisfaction.

##### Duties:

- Managing the daily running of the call centre.
- Carrying out performance reviews.
- Setting and meeting performance targets for speed, efficiency, sales and quality.
- Coordinating with supervisors, team leaders, operatives and third parties to gather information and resolve issues.
- Monitoring random calls to improve quality and minimise errors.
- Coordinating staff recruitment and liaising with HR staff.
- Reviewing the performance of staff, identifying training needs and planning training sessions.
- Handling the most complex customer complaints or enquiries.
- Coaching, motivating and retaining staff.

##### Achievements:

- Started a new Mortgage campaign (Home 1<sup>st</sup> Lending) and increased Sales and Revenue by 60% within the first month.
- Implemented new web based dialler System successfully.
- Generated 300 leads on daily basis for Quicken Loans Mortgage campaign with 60 reps with an LPD of 5 straight after taking over the campaign.
- Presented with Top Dog award from the CEO for "Developing People".

#### Touchstone Communications BPO

TEAMLEAD OPERATIONS

July 2012 – February 2013

#### Touchstone Communications BPO

SENIOR CUSTOMER SERVICE REPRESENTATIVE

September 2011 – July 2012

#### Avenir Technologies Pvt Ltd

TEAMLEAD OPERATIONS

April 2010 – December 2010

#### Touchstone Communications BPO

CUSTOMER SERVICE REPRESENTATIVE

July 2009 – March 2010

### ACADEMIC QUALIFICATIONS

SKANS SCHOOL OF ACCOUNTANCY

Certified Accounting Technician 2008

SIDDEEQ PUBLIC SCHOOL

Secondary School Certificate Examination

(Computer Science) 2004

### KEY SKILLS

#### AREAS OF EXPERTISE

- ✓ Client Coordination
- ✓ Complaint Handling
- ✓ Customer Satisfaction
- ✓ Customer Service
- ✓ Data Collection
- ✓ Interpersonal Skills
- ✓ People Management
- ✓ Quality Management
- ✓ Team Management
- ✓ Teambuilding

#### CUSTOMER SERVICE SKILLS

- Always looking at different ways to improve the service given to customers.
- Understanding the needs of callers.
- Knowledge of administrative procedures.
- Can handle criticism, put-downs, arrogance, persistence or patronising behaviours.
- Able to create a positively memorable service experience.
- Managing administration tasks and reception duties effectively.
- Able to control my tone of voice.
- Proficient in the use of Microsoft Office tools.
- Strong organisational and prioritisation skills.
- Previous experience of working in a call centre environment.
- Developed keyboard skills and able to accurately input information into databases.

#### PERSONAL SKILLS

- Identifying a customer's individual needs.
- Dealing with challenges.
- Able to handle complaints and difficult situations.
- Can work with minimal supervision.
- A motivated team player.
- Assertive techniques to manage difficult behaviours.
- Professional and friendly at all times with great energy and enthusiasm.
- Committed to equal opportunities and anti-discriminatory practices.

#### REFERENCES

##### Lynda Hesketh

Chairperson – Chester Adult PHAB Club

T: +44 (0) 7828 571952

E: lynda.hesketh@sky.com

More references can be provided on demand

#### CONTACT DETAILS

##### Syed Salman Gilani

20 Maes-Y-Coed,  
Saltney, Chester, CH4 8QE

T: 01244-680614

M: 07480-302185

E: [salmangilani@thesyed.co.uk](mailto:salmangilani@thesyed.co.uk)

W: <http://thesyed.co.uk>