



Ali Abbas

Project Management, Operational
Excellence & Customer Experience

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Career Highlights

Project Manager with experience in Operations, Customer Experience, and Real Estate sectors.

Ability to lead cross-functional teams, manage budgets, mitigate risks, and deliver complex projects on time & within scope.

Skilled in Agile and Waterfall methodologies, digital transformation, & stakeholder management.

Equipped to optimize processes and enhance customer experiences through data-driven decision-making.

Thoughtful Decision Making



Operational Efficiency



CX Innovation



Team Empowerment



Crisis Management



Problem Solving



Data-Driven Insights



Cross-Functional Collaboration



- **Project Management Expertise:** Managed cross-functional teams using tools like Jira to monitor project progress, track sprints, assess risks, and ensure projects were completed on time and within budget.
- **Agile Methodology:** Utilized Agile frameworks to coordinate between teams, helping deliver projects on time while maintaining alignment with stakeholder objectives.
- **Stakeholder Management:** Worked closely with executives, product managers, and clients to understand business needs and translate them into clear, actionable solutions.
- **Process Optimization & Workflow Management:** Identified opportunities for improvement in business processes, streamlining workflows, and reducing operational costs by optimizing resource allocation.
- **Scope, Time & Budget Management:** Managed project scopes, timelines, and budgets to ensure deliverables were met according to client expectations, ensuring adherence to cost and time constraints.
- **Risk Assessment & Mitigation:** Identified and managed project risks, developing plans to minimize potential impacts and keep projects on track.
- **Product Roadmaps & Lifecycle Management:** Managed product life cycles from concept to deployment, ensuring they aligned with both market trends and business objectives.
- **Presales & Product Development:** Developed presales solutions, product development strategies, and business cases, collaborating with cross-functional teams to launch solutions that align with client needs and market trends.
- **Business Proposals & RFPs:** Created and responded to RFPs and RFIs, drafting business proposals that demonstrated product value and highlighted potential returns on investment.
- **Data Analysis & Business Intelligence:** Used Power BI and data-driven insights to inform business strategies, improve decision-making processes, and enhance overall performance.
- **Software Development Lifecycle (SDLC):** Managed the end-to-end SDLC process, ensuring effective coordination between planning, design, and execution phases to deliver quality software products.

Key Projects

- **Customer Service Portal Development (Multinet Pakistan):** Spearheaded the digital transformation of customer service operations, resulting in significant reductions in support tickets.
- **Real Estate Acquisition (Apollo Consulting):** Managed the end-to-end acquisition of land for various clients, aligning resources and ensuring timely project execution.
- **Data Warehouse Project (Warid Telecom):** Directed the establishment of a centralized data warehouse, enhancing data analytics and reporting capabilities.



Achieved a 20% reduction in operational costs through process optimization and resource management.



Delivered projects on time by leveraging Agile methodologies and streamlining workflows.



Managed diverse teams across regions, driving effective collaboration despite cultural and organizational differences.



Increased client retention by 15% through enhanced customer experience initiatives and service delivery improvements.



Maximized team productivity by balancing resource allocation to meet project demands and timelines.



Collaborated with key stakeholders to ensure alignment on project goals and delivery.

Work Experience

RedRep LLC

WY, US
Jan 2023 – Sep 2024

Director of Operations

- Led a project integrating a global CRM system, improving client retention by 15% and reducing operational costs by 20%.
- Managed sprints for cross-functional teams to ensure on-time project delivery.
- Improved process optimization through continuous feedback loops from customer satisfaction data.

Multinet Pakistan

Lahore, PK
Oct 2021 – Jan 2023

Head of Customer Service & CX

- Launched a digital customer service portal, reducing customer support tickets by 20% and elevating customer satisfaction.
- Developed workflows in line with Agile methodologies, successfully managing sprint reviews and retrospectives.
- Spearheaded the development of the Customer App, aligning service delivery with client feedback for continuous improvement.

Apollo Consulting

Lahore, PK
Aug 2016 – Sep 2021

Director of Operations & Account Management

- Delivered multiple real estate projects, including land acquisition for Serenity Homes and Dolmen Mall.
- Implemented effective project controls to manage project scope, risk, and stakeholder expectations.
- Developed a sales and marketing strategy for Athena Holdings, increasing client acquisition and optimizing project timelines.

Warid Telecom

Lahore, PK
Jan 2015 – May 2016

Sr. Manager Customer Support

- Managed the establishment of a Data Warehouse and digitalized all customer service agreements.
- Led a full overhaul of scripts for non-voice customer channels, implementing an omni-channel strategy.
- Created CS BI Dashboards for real-time monitoring and improving customer interaction.

Ufone

Karachi, PK
Jan 2014 – Jan 2015

Manager Call Center Operations & Account Management

- Managed the establishment of BPO services, leading to a new revenue stream for the company.
- Led the project to address non-conformities identified in the ISO 9001 audit, enhancing the compliance framework.
- Directed project to review and improve call scripts, reducing call handling time by 10%.

Wateen Telecom

Lahore, PK
May 2012 – Jan 2014

Head of Customer Service

- Managed a project to automate customer service operations, achieving a 15% improvement in response times.
- Directed a team restructuring project to align with a lean operational approach, optimizing resources by 25%.
- Led the development of the Charter of Customer Service Operations.



Bachelor of Computer
Science, 2003

Qubee
Karachi, PK
Jun 2009 – May 2012

Head of Call Center & Retention

- Led the development of a Smart Troubleshooting Assistant, integrated into CRM for efficient issue resolution.
- Managed a project for Voice of the Customer (VoC) collection and analysis, which identified key churn risks and optimized retention strategies.
- Delivered a CPE recovery project, recouping \$2.1M in recovered equipment.

Jazz
Karachi, PK
Jun 2003 – Jul 2009

Manager Quality Assurance & Training

- Developed & delivered employee training initiatives for customer support, improving service quality by 30%.
- Implemented rigorous QA protocols across customer interactions, optimizing issue resolution efficiency.



Thank You for Reaching the End!

If you've reached this point, you're likely looking for someone who can lead complex projects, improve operational efficiency, and drive results across various sectors. I'd love to discuss how my experience can bring value to your organization.

Click the links below to get in touch instantly or watch my video introduction to learn more about how I can contribute to your team.

 [Message Me Now!](#)

 [Watch My Video Introduction](#)

I look forward to connecting and exploring, how we can work together!

