

# امیرحسین لطفی

پشتیبان مرکز تماس و فنی

## درباره من

Highly motivated and results-oriented professional with extensive experience in the Call Center industry. Proven track record of delivering exceptional customer service and achieving and exceeding performance targets. Possesses excellent communication and interpersonal skills, able to handle challenging situations with ease and professionalism. Solid understanding of call center operations and best practices, skilled in utilizing various call center technologies and software. Possesses a strong problem-solving ability and thrives in a fast-paced and dynamic work environment. Committed to providing outstanding customer support and ensuring customer satisfaction.

## تجربه‌های کاری

### customer service supervisor & SRE

۱۳۹۸ شهریور | Snapptrip تا مهر ۱۴۰۲

Managed a team of customer service representatives to ensure quality service delivery  
Implemented customer satisfaction surveys and analyzed the results to identify areas of improvement  
Developed and implemented training programs for new customer service hires, resulting in improved efficiency and customer satisfaction  
Resolved customer escalations and complaints in a timely and satisfactory manner  
Achieved and exceeded monthly customer service targets by motivating and coaching team members

### Commercial /Finance supervisor

۱۴۰۲ مرداد | Snapp Sypply تا بهمن ۱۴۰۲

Developed and implemented cost-saving strategies that resulted in a 10% reduction in operational expenses.  
Led a team of finance professionals, providing guidance and support in financial reporting, analysis, and compliance with regulatory requirements.  
Implemented new accounting software that streamlined processes and improved financial reporting accuracy by 15%.  
Collaborated with cross-functional teams to develop and execute pricing strategies that increased profit margins by 12%.

### technical & call center supervisor

۱۳۹۷ شهریور | snappfood تا اردیبهشت ۱۳۹۸

Managed a team of 15 technical support representatives

اطلاعات تماس

تماس از طریق جابینجا

اطلاعات شخصی

سال تولد: ۱۳۷۷

وضعیت سربازی: معاف

وضعیت تأهل: مجرد

زبان‌ها

انگلیسی (حرفه‌ای)

in a call center environment

Developed and implemented training programs to

enhance technical skills and improve customer service

Monitored and evaluated performance of team members, providing coaching and feedback to drive productivity and quality

Resolved escalated customer issues in a timely and satisfactory manner, ensuring customer satisfaction

Implemented process improvements that resulted in a 20% reduction in average call handling time

### Call Center CRM supervisor

۱۴۰۰ دی | Pishgaman تا مهر ۱۴۰۱

Supervised a team of 25 call center agents to ensure exceptional customer service and achieve performance goals

Implemented a CRM system resulting in a 30% increase in agent productivity and a 20% reduction in customer waiting time

Identified training needs and developed custom training programs to improve agent knowledge and skills in handling customer inquiries and complaints

Monitored and analyzed call center metrics to identify opportunities for process improvement and implement corrective actions

Received an award for consistently exceeding customer satisfaction targets by 15% through effective team management and problem-solving skills

### NOC

۱۳۹۷ مرداد | Petiak تا مهر ۱۳۹۸

Managed and supervised a team of network operations center technicians

Monitored and maintained network infrastructure to ensure optimal performance and uptime

Developed and implemented standard operating procedures for troubleshooting and resolving network issues

Evaluated and improved network systems and protocols to enhance efficiency and reliability

Led and coordinated problem resolution efforts during network outages or critical incidents

### Developer & founder

۱۴۰۰ اسفند | Persepolis FC super app تا شهریور ۱۴۰۰

Developed and maintained web applications using PHP, JavaScript, HTML, and CSS, resulting in a 30% increase in user engagement.

Collaborated with cross-functional teams to design and implement new features, improving overall project

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delivery time by 20%.

Optimized existing codebase for performance enhancements, reducing load times by 15% and increasing site reliability.

Implemented responsive design principles to ensure compatibility across various devices, contributing to a 25% uptick in mobile users.

Led code reviews and mentoring sessions for junior developers, fostering a culture of continuous learning and improvement within the team.

## IT Expert

فروردین ۱۳۹۸ تا آبان ۱۴۰۱ | Iran Football Federation

پروژا ای و دور کاری

+Managed and maintained network infrastructure for 100 users

Provided technical support and troubleshooting for hardware and software issues

Installed, configured, and managed software applications

Implemented security measures to protect the organization's IT systems

Conducted regular system backups and disaster recovery procedures

## technical Call Center agent

فروردین ۱۳۹۷ تا بهمن ۱۳۹۸ | Hiweb

Responded to technical inquiries and resolved customer issues over the phone and through email.

Provided troubleshooting support for software, hardware, and network-related problems.

Assisted customers with account setup, device configuration, and software installation.

Maintained accurate records of customer interactions and solutions provided using CRM software.

Achieved a 95% customer satisfaction rating based on surveys and feedback.

## tele sales team maker & supervisor

تیر ۱۳۹۹ تا مرداد ۱۴۰۲ | snaptrip

Managed and supervised a team of tele sales representatives, consisting of 10 members

Developed and implemented effective sales strategies to achieve monthly targets

Trained and mentored new team members, ensuring their productivity and success

Monitored and evaluated team performance, providing feedback and coaching for improvement

Consistently exceeded sales targets by 20%, resulting in increased revenue for the company

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## سوابق تحصیلی

### +Network

۱۳۹۹ | Tazkiye تا ۱۳۹۹

### Bachelor of IT (کارشناسی)

۱۳۹۵ | Azad Tehran تا ۱۳۹۸

## مهارت‌های حرفه‌ای

برنامه نویسی . IT . پشتیبان سایت . پشتیبانی . امور پشتیبانی . پشتیبانی ADSL .  
پشتیبانی سرور . سرور مجازی . فضای مجازی . آموزش مجازی . مجازی ساز .  
سئو سازی . کار با سرور . نگهداری سرور . icdl . word . Photoshop . IOS .  
Android . مدیریت وب . وبمستر . گوگل وبمستر تولز . جستجو در گوگل .  
مدرک ICDL . PHP . API Developer . developer . call center .  
Call Center skill . CRM . Call Center KPIs . مرکز تماس . سرپرست مرکز تماس

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