

Muhammad Umair

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Summary

Results-driven professional with 4+ years of experience in data operations, document control, customer service, and admin support, collaborating with global teams in remote settings. Currently working as a Document Controller, skilled in DMS, regulatory compliance, workflow optimization, and performance reporting. Former Data Entry Supervisor at Marketers Squad W.L.L (Qatar), where I led SOP development, data accuracy, and IT coordination. Also served as a Senior Customer Service Representative at KP Leads LLC (USA), handling escalations, multi-channel support, and client retention. Proficient in CRM systems, staff training, and cross-functional collaboration. Pursuing a BS in Software Engineering from Virtual University (Pakistan); IOSH and OSHA certified; fluent in English and Urdu.

Experience

DOCUMENT CONTROLLER

BATSCO SECURITY SERVICES W.L.L. THE AVENUES MALL | JAN 2025 – PRESENT

- Managing systems for tracking, organizing, and retrieving documentation, while
- ensuring compliance with internal policies and data protection regulations.
- Implementing and maintaining document control procedures.
- Establishing and updating document control databases.
- Ensuring compliance with document management standards and regulations.

DATA ENTRY SUPERVISOR

MARKETERS SQUAD W.L.L. DOHA, QATAR | JAN 2022 - SEP 2024

- Leading a team, developing SOPs, ensuring data accuracy, and coordinating with IT for technical support.

SENIOR CUSTOMER SERVICE REPRESENTATIVE - REMOTE

KP LEADS LLC. TEXAS, USA | JAN 2020 - DEC 2021

- Proficient at managing complex customer inquiries and resolving issues efficiently while maintaining a positive customer experience.
- Skilled in utilizing CRM software and tools to track customer interactions and follow up on escalated cases.

Education

- **SECONDARY SCHOOL CERTIFICATE (SCIENCE) |2017-2019|** FEDERAL GOVERNMENT HIGH SCHOOL, ISLAMABAD, PAKISTAN.
- **F.SC (PRE ENG) | 2019-2021 |** ASKRIA COLLEGE FEDERAL BOARD OF INTERMEDIATE AND SECONDARY EDUCATION, ISLAMABAD, PAKISTAN.
- **BS SOFTWARE ENGINEERING | 2202- PRESENT |** VIRTUAL UNIVERSITY, ISLAMABAD, PAKISTAN.

CERTIFICATIONS & COURSES

- IOSH Managing Safely.
- OSHA.
- Fire Safety.
- Cyber Security & CPA: Programing Essentials in C++

Skills & Abilities

- EMAIL MANAGEMENT
- TEAM MONITORING
- DATA ENTRY
- TROUBLESHOOTING TECHNIQUES
- DATABASE MANAGEMENT
- SHIPPING AND LOGISTICS
- STAFF TRAINING
- TEAM COLLABORATION
- CUSTOMER SERVICE
- QUALITY ASSURANCE
- FLOOR SUPERVISION

LANGUAGES

- English | Advanced
- Urdu | Native