SAAD TARIQ

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Technical Operations | Customer Support | Account Management | Data Analysis | SaaS Specialist

Boosts organizational value and revenue by resolving technical issues and maintaining healthy client relationships using data to make decisions while managing key accounts.

Key Skills: Product Analytics, Customer Success, Account Management, Atlassian, Looker, SQL, Slack, Salesforce, ZenDesk, GSuite, MS Office, Snowflake.

PROFESSIONAL EXPERIENCE

Technical Operations – FinTech, Deel   06/2021 – Present
- Working through Atlassian to resolve all payment-related concerns through different Payment providers (PSPs)
- Troubleshooting and reconciling pay-ins including ACH, Stripe, Mercury, and bank transfers
- Using Snowflake and Looker to generate reports of ongoing issues in order to take a data-driven approach to our solutions

Customer Operations, Deel   10/2021 – 06/2021
- Solving a high number of tickets pertaining to Payments, Deel Card, and general product-related queries through ZenDesk.
- Managed APAC shift by maintaining low FRT and tackling all communication channels, including emails, socials, etc.
- Created loom tutorials for the Support Team on how to solve specific tickets
- Maintained 89% - 90% QA during my tenure as a Support Agent
- Part of the Fintech Support-Operations Team that helped resolve all withdrawal-related queries
- Gained Familiarity with the Atlassian space and Jira during my tenure with the Fintech Team.
- Delivered training to new hires and onboarded 10 new agents in the APAC and EMEA time zone

Technical Account Manager, KeepTruckin   10/2020 – 10/2021
- Oversee a portfolio of nearly 200 client accounts and act as the primary liaison between the consumer and the corporation.
- Strengthen and maintain current business through constant communication, dependable product delivery, and trustworthy relations.
- Built long-lasting relationships with the clients to understand their technical requirements and brought in nearly $1M in upsells
- Onboarded multiple clients to improve client engagement by 25%
- Collaborated with marketing and analytics to determine the root causes of customer complaints. Achieved 20% lower customer complaints across the business.
- Worked with the retention team to find root causes and increase the overall retention rate

Product Specialist, KeepTruckin   10/2019 – 10/2020
- Learned the technical aspects of different products – ELD, GPS tracking, and Dash Cameras to become an expert on the product.
- Provided Technical Support to truck drivers and Fleet Owners across the United States by troubleshooting the product through a mix of inbound and outbound phone calls, emails, and live chat support achieving a 90% Customer Satisfaction rating.
- Generated leads for the sales team based on customer concerns to increase upsell and overall revenue
- Used Salesforce as the CRM to log activities and order processing for customers.
- Collaborated with the Sales team to upsell the product and with the marketing team to design Email Marketing Campaigns to boost revenue. Slack and Jira were used for cross-functional communication.

EDUCATION

Bachelor's (BS) in Public Policy, National University of Sciences and Technology (NUST)   2019
Certification: Fundamentals of Digital Marketing, Google; Email Marketing, Hubspot, Fundamentals of SQL. Intro to Deep Learning
Portfolio: https://saadtariq.journoportfolio.com
GitHub: https://github.com/saadu321