

NOMAN KABIR

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PROFESSIONAL SUMMARY

Versatile Operations and Quality Assurance professional with over 15 years of experience in digital compliance, system support, and mobile application testing. Proven track record in maintaining 98%+ accuracy in high-volume environments and optimizing internal SOPs for global organizations like Teleperformance and Telenor. Expert in identifying platform risks and software defects to ensure seamless user experiences and brand safety.

WORK EXPERIENCE

Operations & Quality Assurance Expert | Teleperformance Malaysia Sdn. Bhd. | May 2025 – Present

- Execute end-to-end testing of mobile application features to identify UI/UX inconsistencies and functional bugs, documenting findings in detailed defect reports.
- Achieve consistent 98% accuracy in processing high-priority compliance cases, ensuring 100% adherence to platform safety guidelines and data-handling standards.
- Analyze content risks and process gaps, providing actionable feedback that improved user compliance and internal workflow efficiency.
- Manage daily ticket routing and resolution within strict SLAs, maintaining high quality in a fast-paced digital environment.

Senior Executive - Performance & Quality | Bachaa Party Karachi, Pakistan | Jan 2024 – May 2025

- Standardized performance evaluation cycles for diverse teams, ensuring KPI alignment and data accuracy across the organization.
- Optimized HR SOPs and digital workflows, reducing manual processing time and improving the employee experience.
- Collaborated with L&D teams to identify technical training needs based on performance data trends.

Manager, Operations & Sales Support | Meatees LLC New Jersey, USA (Remote) | July 2021 – Dec 2023

- Spearheaded the launch and operational setup of an e-commerce platform, overseeing the full user journey from product listing to payment processing.
- Implemented rigorous quality control protocols for supply chain and logistics, resulting in improved customer retention and service excellence.

Regional Operations & System Specialist | Telenor Pakistan | 2007 – 2021

- Managed the implementation and optimization of CRM systems and digital solutions for 14 years, enhancing operational continuity.
- Led regional channel operations and sales planning, consistently meeting revenue targets through data-driven forecasting and performance monitoring.
- Served as System Support Specialist, resolving complex technical issues and streamlining business reporting processes.

EDUCATION

- **MBA (Master of Business Administration)** – Mohammad Ali Jinnah University
- **B.Com (Bachelor of Commerce)** – University of Karachi

CORE COMPETENCIES

- **Quality Assurance:** Manual Testing, Mobile App Testing (iOS/Android), UI/UX Auditing, Regression Testing, Bug Reporting, Test Case Execution.
- **Trust & Safety:** Policy Enforcement, Content Moderation, Risk Identification, Compliance Auditing, Data Privacy, Fraud Mitigation.
- **Operations & Systems:** CRM Optimization, SLA Management, Process Improvement (SOPs), KPI Development, Cross-functional Collaboration.