MUHAMMAD ZUNAIR AZHAR

Customer Experience & Technical Leadership

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EXPERIENCE

Senior CX Consultant (Tech Lead)

Dengage

06/2025 - 08/2026 Karachi, Pakistan

- Mentored and led the team, sharing expertise and best practices that lifted overall team performance by 78%
- Managed the most complex and high-impact cases across client onboarding, technical support, and relationship management, maintaining a 95% client satisfaction rate
- Delivered targeted training sessions and built out internal knowledge-base and onboarding materials, cutting new-hire ramp-up time by 65%
- Identified skill gaps and rolled out training and process improvements that reduced average case resolution time by 70%
- Acted as the primary technical resource and escalation point for the L1 team, achieving a 92% first-resolution rate on advanced cases
- Drove continuous improvement initiatives that raised client satisfaction scores by 60% and improved operational efficiency by 85%

Technical Services Advisor

Dengage

06/2024 - 06/2025 Karachi, Pakistan

- Provided effective technical support to Enterprise accounts, including leading clothing retail brands and major banks in Pakistan, with a 100% retention rate
- Led presales discussions with prospective clients, presenting product demos and walking through complete platform capabilities to support the sales cycle
- Assisted clients with technical requests including SQL queries for segmentation, troubleshooting relational databases with their respective tables, and third-party integrations
- Conducted trainings, managed expectations, and provided key support to ensure client satisfaction

Solutions Architect - Global

Insider One

02/2022 - 11/2023 Istanbul, Turkiye

- Executed complex technical requests for 40+ accounts from Europe, US, Russia, MENA and APAC regions
- Successfully on-boarded 20+ clients, assisting with APIs including Upsert API, Raw Data Export API and CRM integrations
- Assisted 20+ retained clients in third-party integrations to ensure seamless technical architecture between different platforms and Insider

EDUCATION

BSc, Mechanical Engineering

Bilkent University

09/2015 - 06/2019

Ankara, Turkiye

SKILLS

Platforms & Tools

JIRA · Gainsight · Zendesk · Zoho Suite · Postman · MS Office · Photoshop

Technical

SQL · API Integrations · Relational Databases · Java (Basic) · HTML · CSS · WordPress · Shopify

Professional

Stakeholder Management · Project Management · Leadership

LANGUAGES

English Native/Bilingual

Urdu/Hindi Native/Bilingual

Turkish Limited working

- Led recurring technical meetings with clients' development teams for resolution of issues, while managing effective timelines for implementation
- Ensured coherent communication to guide Insider team members on technical queries

Customer Success Manager - Philippines/Indonesia

Insider One

● 01/2020 - 02/2022 ● Istanbul, Turkiye

- Achieved clients' KPIs and business objectives by enabling marketing strategies and monitoring campaigns with help of Insider Analytics & Google Analytics
- Improved clients' ROI by more than 3x on average by finalizing strategies for upcoming campaigns while conducting quarterly business reviews
- Strategically assisted in up-sell of Insider products to retained clients, and shared constructive feedback with support teams, achieving a 40% increase in satisfaction score
- Enabled execution of Insider product campaigns utilizing HTML, CSS and JavaScript on the front-end
- Attained client success through effective project management while maintaining internal communication using tools such as JIRA, Trello, Zendesk and Gainsight
- Improved clients' panel usability by more than 50% to ensure self-sufficiency, driving product adoption

Front-End Developer

Upwork (Freelance)

● 01/2014 - Present

- Successfully completed 200+ digital content related projects with a 100% Job Success score, resulting in total earnings of $30,000+
- Retained 20+ clients for regular web development and modifications over long-term periods of 1 year or more
- Implemented website development and design through various CMS including WordPress, Squarespace, Shopify, Wix and Joomla
- Executed back-end functionality and front-end design utilizing HTML, CSS and PHP