

DARYOUSH WAHEED

CONTACTS

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Southall, UB1



PERSONAL DETAILS

Nationality
British

Marital status
Single

DRIVING LICENSE

Driving license category
U.K Driver's License

SKILLS

Knowledge of safeguarding
Multi-agency partnership working
Date management and accuracy
Case management
Verbal and written skills
Problem solving
Teamwork and collaboration
Data protection and confidentiality

ABOUT ME

As a highly motivated and people-focused individual, I am dedicated to delivering excellent customer service through strong communication, problem-solving, and interpersonal skills. I strive to understand and meet customer needs with empathy and professionalism, ensuring every interaction is positive and effective. Drawing on my experience in teamwork, organization, and client engagement, I aim to contribute to a supportive and efficient service environment while maintaining high standards of accuracy, adaptability, and care.

WORK EXPERIENCE

Real Estate Agent, Landmark Asset Management, UAE
May 2023 – October 2025
Real Estate Agent, Elysian Real Estate, UAE
Oct 2022 – April 2023

- Identify and research potential clients while developing effective strategies for reaching them.
- Establish and maintain a network of contacts within the local real estate market, including property owners, developers, and other professionals in the industry.
- Maintain up-to-date and comprehensive knowledge of the local property market, including inventory, pricing, and current trends.
- Assist clients with buying, selling, and renting properties, including negotiating, and conducting property viewings.
- Review and prepare contracts and agreements for real estate transactions to ensure compliance with applicable laws and regulations.
- Manage and maintain property listings on online platforms, ensuring accuracy and completeness of information.
- Provide top-notch customer service by responding promptly to inquiries and resolving issues as they arise.
- Collaborate with advertising and marketing teams to create effective and compelling campaigns for property promotion.
- Attend industry conferences and events to stay informed of best practices and industry developments.
- Work with other team members to achieve sales targets and contribute to the growth of the company.

Senior Debt Advisor, Fixed term contracts, U.K.
Fixed term contracts supporting high profile companies
Feb 2020 - Sep 2022

➤ Ruthbridge Limited
➤ StepChange Debt Charity

Nov 2021 – Sep 2022
Feb 2020 – Nov 2021

- Manage and oversee a portfolio of consumer accounts, build strong customer relationships, and respond to account queries with professionalism.
- Review and verify documentation within customer accounts, investigate documents, and report discrepancies.
- Collect overdue consumer debts, arrange debt recovery plans, and follow up to ensure successful debt recovery.
- Contact customers or their representatives by phone or letter, discuss outstanding invoices to obtain payment, and resolve any disputes or queries in a timely manner.
- Provide appropriate advice, support, budgeting, and money management assistance to vulnerable clients with debt problems, offering telephone or web-based services.

LANGUAGES

English

Farsi

- Validate, gather, and analyze information provided by clients to help them deal with their priorities and provide a solution to allow them to deal with their situation on an ongoing basis.
- Use effective listening and negotiation skills to develop and agree on realistic client budgets that fully reflect the client's situation and best advice.
- Present all solutions by describing the advantages and disadvantages according to the client's personal situation and make recommendations based on this information.
- Ensure that all advice and solutions are presented in accordance with the charity's policies and procedures and in line with advice Session Quality Standards (and thereby compliant with FCA and Debt Management directives).
- Maintain accurate and meaningful client records (budget sheet, permanent notes, etc.) and provide this information confidentially and in accordance with the Data Protection Act.
- Undertake self-development by keeping up to date with changes in advice and legislation, current policies and procedures, and all internal practices to provide clients with accurate information.
- Signpost clients, where appropriate, to our own internal departments (additional services, etc.) or external partners to get the best possible solution to their problems.
- Participate in activities and workshops to improve business processes and debt advice practices and contribute to the growth of the organization.
- Fulfill all responsibilities and perform all tasks, duties, and responsibilities with due care and diligence as required by the charity and in doing so have full regard for the FCA conduct rules.

Senior Customer Support Advisor, U.K.

Fixed term contracts supporting high profile companies

Aug 2019 - Feb 2020

➤ Concentrix – BT
➤ Search Consultancy LTD – Student Loan Company

Nov 2019 – Feb 2020
Aug 2019 – Oct 2019

- Provide exceptional technical support to customers, diagnosing and troubleshooting issues and effectively resolving network problems.
- Communicate with customers in a timely and accurate manner, quickly identifying the root of their problem and following up to ensure satisfactory resolution.
- Order necessary equipment and schedule appointments for on-site engineers, while also providing helpful procedural documentation to customers.
- Proactively identify complaint trends and work towards continuously improving the overall customer experience with the Student Loan Company.
- Prioritize personal development, regularly enhancing knowledge, skills, and experience to improve performance.
- Enter all complaint information accurately into the Respond system and follow up with missing information via telephone for a quick response.
- Manage investigations and resolutions of complaints within a 5-working day target, including coordinating necessary reports and reviews.
- Maintain an organized schedule, following up with internal and external third parties to ensure timely information gathering.

Team leader and Case Handler (escalations and complaints), U.K.

Fixed term contract with multiple consultancy agencies and high-profile projects

Aug 2011 - Jun 2019

➤ Reed – Santander
➤ Deloitte – Prudential
➤ Hazell Carr – Lloyds Banking Group
➤ Huntswood – Yorkshire & Clydesdale bank
➤ Brighthouse

Mar 2019 – Jun 2019
Nov 2018 – Dec 2018
Apr 2018 – Oct 2018
Jul 2016 – Mar 2018
Feb 2016 – Jul 2016

➤ Huntswood – Home Retail Group
➤ Serco - Citroën
➤ Serco – Barclays Cycle Hire
➤ Careline Services - LOCOG

Mar 2015 – Feb 2016
Dec 2013 – Feb 2015
Mar 2013 – Dec 2013
Aug 2011 – Sep 2012

- Investigated over 10,000 case assignments, including complex cases, while drafting response letters, reviewing case progress, and ensuring case closure in accordance with fixed regulations and processes.
- Approved and issued final response letters detailing investigation results, adhering to current financial regulations and procedures.
- Liaised with high management and senior leadership team regarding unresolved queries, ensuring effective resolution and timely communication with stakeholders.

- Constructed end-of-day reports, including calls taken, average call time, and complaints received, providing valuable insights into team performance and opportunities for improvement.
- Approved and issued final response letters detailing investigation results, adhering to current financial regulations and procedures.
- Developed, maintained, and upskilled teams' business acumen and understanding of a variety of PPI product types, including loans, credit cards, and mortgages, resulting in increased team efficiency and accuracy.
- Worked in a high-pressure team environment, consistently meeting and exceeding targets while maintaining a positive attitude and supporting team members.
- Led weekly team meetings to provide target briefing, share best practices, communicate updated policies, and deliver general information, resulting in improved team performance and engagement.
- Trained and managed five inbound agents to become part of Tier 2 team, resulting in a more skilled and effective team.
- Created team schedules, checked team activity, targets, and call quality, ensuring effective team management and adherence to regulations and processes.
- Communicated with team managers for best practice and reported figures in meetings, ensuring effective collaboration and communication across teams.
- Improved quality scores by reviewing and enhancing data gathering processes and implementing a more robust final assessment of completed cases.
- Proactively identified key complaint trends to ensure excellent customer service, using data analysis and customer feedback to implement improvements.
- Managed a wide range of systems to ensure effective management of data and efficient processing of customer inquiries and complaints.
- Conducted investigations, collated, and validated PPI claims for one of the UK's major banks as part of a large-scale project, resulting in successful resolution for customers.
- Managed the entire PPI complaint life cycle, including data gathering, criteria for litigation, redress review and compliance, redress calculation, and production/delivery of customer letters, ensuring timely and accurate resolution and capture of closed and reopened complaints.
- Adhered to principles of treating customers fairly throughout the complaint resolution process, resulting in improved customer satisfaction and brand reputation.
- Handled inbound calls from prospects/customers with technical queries and chasing documentation, taking ownership of these inquiries, and escalating them to the relevant teams (Customer Relations, warranty, Insurance, Fleet, etc.).
- Handled inbound and outbound calls for London 2012 Olympics, including Volunteer, Torch, Ticketing, and Training projects, resulting in successful management of customer inquiries and effective communication with stakeholders.
- Enhanced overall customer relationship and brand representation, leaving every customer/prospect with a positive impression of the Brands.

EDUCATION

Phoenix East Aviation Flight School, U.S.A	2011
AS Levels, Southall College, U.K.	2007
High school diploma, Dormers Wells High School, U.K.	2006