

MEHEK HABIBA SHAH

TRAINING & QUALITY ASSURANCE SPECIALIST | CX TRANSFORMATION | STAKEHOLDER MANAGEMENT | OPERATIONAL STRATEGY

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SUMMARY

Experienced customer experience and operations leader with a strong track record of driving team performance, quality assurance, and process improvement across dynamic service environments. Throughout my career, I have consistently led training, onboarding, and coaching initiatives—integrating learning and development as a core enabler of team success. Skilled in designing practical training programs, embedding cultural values, and creating feedback-driven development plans. Adept at cross-functional collaboration, stakeholder alignment, and building high-performing teams through structured, hands-on coaching and continuous learning.

WORK EXPERIENCE

Quality Team Lead – Talabat – UAE

Dec 2024 – Present

- Developed structured onboarding and upskilling modules tailored to field and warehouse teams, emphasizing compliance, behavior, and performance.
- Led end-to-end training execution for tMart concierges and patrollers, including job-shadowing SOPs, coaching plans, and quarterly refresher programs.
- Introduced coaching scorecards and feedback loops, boosting field audit accuracy and shift adherence through targeted 1:1s.
- Championed succession planning by tracking field performance and identifying high-potential team members for leadership coaching.
- Conducted training audits across outlets and compiled monthly L&D reports to drive accountability and data-backed decision-making.

Customer Service and Quality Assurance Supervisor – BELONG (Telstra)

Mar 2021 – May 2024

Lead Quality Assurance Specialist (March 2021 – Sep 2022)

- Spearheaded learning interventions to close skill gaps and elevate service delivery across backend support teams.
- Designed and facilitated training workshops to align staff with cultural values and compliance goals.
- Conducted performance evaluations, created coaching plans for underperformers, and tracked development progress across cohorts.
- Collaborated with team leads and department heads to shape the L&D roadmap and implement sustainable onboarding programs.
- Acted as a Learning Specialist within the customer experience ecosystem—rolling out training calendars, new hire induction, and feedback integration strategies.

Lead Quality Specialist – Target

Dec 2018 – April 2020

- Created and delivered classroom and virtual training modules for newly hired staff in customer service functions.
- Coordinated with QA and Operations to identify trends and redesign workflows through coaching-led interventions.
- Championed employee success tracking through performance reviews and feedback tools.

Quality Editor – Deluxe

Jan 2017 – June 2017

Associate Quality Assurance Specialist (Dec 2014 – Dec 2016)

- Ensured quality compliance in subtitling and transcription for major clients including Netflix, Disney, and Sony.
- Created style and consistency guides to standardize editorial practices across projects.
- Coached and mentored junior team members to uphold editorial quality, fostering early foundations of peer learning and skill transfer.
- Identified recurring QA issues and collaborated with leads to improve workflows and reduce errors.
- Supported onboarding of new hires by sharing best practices and providing feedback on early-stage projects.

EDUCATION

Bachelor of Media Studies
Center for Management Studies

June 2011 – April 2014

CORE COMPETENCIES

- Quality Assurance & Compliance Frameworks
- Process Improvement & SOP Implementation
- Training Design & Facilitation (Onboarding, Refresher, Upskilling)
- Coaching & Performance Development
- Audit Strategy & Feedback Integration
- Stakeholder Engagement & Cross-Functional Collaboration
- Change Management & Cultural Alignment
- Learning Needs Analysis & Succession Planning
- CX Strategy & Service Standards Uplift
- Frontline Operations Support (FOH & HOH)