

CONTACT

Multan, Pakistan
Open to remote roles globally

linkedin.com/in/fasih-sajid

hlprotools.com
searchatlas.com/onboarding

LANGUAGES

English C1 · Professional

Urdu C1 · Native

CERTIFICATIONS

GoHighLevel Certified Admin
Issued Nov 2024 · ID 121710512
HL Pro Tools · 5,000+ clients

AI Operations Practitioner
Prompt Engineering · Workflow Design

EDUCATION

BSc Computer Science
NCBA&E, Multan · 2023–Present

IGCSE A–Levels
Britain Int'l Schools · 2022

IGCSE O–Levels
Britain Int'l Schools · 2020

CORE STRENGTHS

- Team Leadership & Floor Supervision
- GoHighLevel Admin & Workflow Automation
- QA Auditing, CSAT & Coaching Cadence
- SOP Design & Department Founding
- AI Prompt Engineering · Claude / GPT
- Sales & Conversion Management

CAREER HIGHLIGHTS

\$576K+
Recurring revenue founded — Mastermind Tech Admin dept.

4.9 CSAT
Across 7,000+ Mastermind client calls.

3× Promoted
Specialist → Senior → Team Lead in 12 months.

Fasih Sajid

Guest Support Supervisor · GoHighLevel Certified Admin

PROFESSIONAL SUMMARY

Results-driven Guest Support Supervisor and Certified GHL Administrator at **HL Pro Tools** with 2+ years of accelerated progression through 8 distinct roles. Founded the Mastermind Tech Admin department from zero — generating **\$24,000/month** in recurring revenue sustained over two years (~\$576K total) with a **4.9 CSAT** across 7,000+ calls. Drove **\$150,000+ in revenue** by supervising 400+ onboarding calls over a 1.5-month Search Atlas launch. Achieved a **75% sales close rate** managing conversion services. Bridges technical AI automation and business operations — deploying prompt engineering, GHL workflows, and no-code tooling to multiply team output without adding headcount.

KEY ACHIEVEMENTS

\$576K+ RECURRING REVENUE FOUNDED Mastermind dept · \$24K/mo × 24mo	\$150K+ SEARCH ATLAS LAUNCH REVENUE 400+ onboarding calls in 1 week	75% SALES CLOSE RATE Conversion services · live calls	4.9 CSAT · MASTERMIND Across 7,000+ client calls
5,000+ GHL CLIENTS SUPPORTED Funnels · A2P · Email · Migrations	4.7+ GS FLOOR CSAT Current; sustained quarterly	3× PROMOTED IN 12 MONTHS Specialist → Team Lead	

PROFESSIONAL EXPERIENCE

Guest Support Supervisor

Dec 2025 — Present

 **HL Pro Tools (HLPT)** · Full-Time · Remote

- Elevated floor CSAT to 4.7+ sustained** by redesigning coaching cadence and implementing structured audit cycles across Junior Supervisors, Enterprise Supervisors, Team Leads, and Email Supervisor.
- Reduced average handle time** by deploying AI prompt-engineered response templates, increasing throughput without adding headcount.
- Maintained 100% shift coverage** by enforcing SOP compliance across all support channels and escalation pathways.
- Drove 100% Zoom post-call CSAT debrief completion**, converting quality data into coaching interventions that measurably improved repeat scores.

Floor Leadership

AI Templates

SOP Enforcement

Coaching

LEADERSHIP

Team Leadership & Supervision	96
GoHighLevel Admin	95
QA Auditing & CSAT	93
SOP Design & Enforcement	91
CRM & Workflow Automation	88
Sales & Conversion Mgmt	85

AI & AUTOMATION

GHL AI Workflow Automation	93
AI Prompt Engineering	88
No-Code AI · Zapier / GHL	87
AI Tool Building · Claude / GPT	85

TOOLS & TECHNOLOGIES

AI & AUTOMATION

Claude AI	ChatGPT	Gemini	Zapier	Make.com
n8n	Python			

CRM & OPS

GoHighLevel	Search Atlas	Salesforce	HubSpot
Airtable	Notion		

SUPPORT & COMMS

LiveChat	Intercom	Slack	Zoom	Loom
HubStaff	Calendly	Google Workspace		

COMMERCE & MARKETING

Shopify	Stripe	Twilio	A2P / LC Email	SEO / SEM
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PROFESSIONAL EXPERIENCE · CONTINUED

Project Manager — Conversion Services

2025



HL Pro Tools (HLPT) · Full-Time · Remote · Campaign: Search Atlas

- Achieved a **75% sales close rate** across Search Atlas conversion events by managing, scripting, and coaching a team of outbound sales specialists upselling existing customers on live calls.
- Standardised team performance** across events by designing end-to-end call-flow playbooks, objection-handling frameworks, and conversion checklists.
- Increased revenue per rep without scaling team size** by deploying CRM automation and AI-assisted lead scoring to prioritise highest-conversion prospects.

Sales Mgmt	Playbooks	AI Lead Scoring	CRM Automation
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Launch Supervisor — Search Atlas Onboarding

2025



HL Pro Tools (HLPT) ·

Full-Time · Remote · searchatlas.com/onboarding

- Generated \$150,000+ in revenue** by supervising the end-to-end Search Atlas launch, coordinating 400+ client onboarding calls over a 1.5-month period across a multi-timezone specialist team.
- Delivered consistent client experience at peak volume** by designing scalable call workflows, scripting standards, and live QA checkpoints.
- Absorbed unprecedented volume without sacrificing quality** by leveraging AI-assisted scheduling, GHL CRM automation, and prompt-engineered call briefs.

Launch Ops	Multi-TZ	AI Scheduling	Search Atlas
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Mastermind Tech Admin Lead — Department Founder

2023 — 2025



HL Pro Tools (HLPT) · Full-Time · Remote

- Founded the Mastermind Tech Admin department from zero** — a function that did not previously exist at HLPT — generating \$24,000/month in new recurring revenue, sustained for over 2 years (~\$576,000 total).
- Achieved a 4.9 CSAT rating across 7,000+ client calls** by leading and developing a high-performing tech admin team with rigorous training, QA standards, and real-time coaching.
- Established the department's operating model** by authoring SOPs, call-handling standards, and escalation protocols from a blank page.
- Scaled call volume without proportional headcount growth** by integrating GHL AI automation and structured workflow tooling into every step of the support flow.

Department Founder	\$576K Revenue	4.9 CSAT	SOPs	AI Automation
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PROFESSIONAL EXPERIENCE · CONTINUED

Enterprise Supervisor

Jul 2025 — Present

HL Pro Tools (HLPT) · Full-Time · Remote

- Improved enterprise-tier first-contact resolution by implementing AI-powered ticket triage that intelligently routed complex escalations and high-value accounts.
- Coordinated cross-functional resolution workflows between technical, support, and account management teams.

Enterprise	AI Triage	Cross-Functional
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Team Lead — Tech Admin · Sr Technical Expert · Sr Chat Specialist

Jul 2024 — Jul 2025

HL Pro Tools (HLPT) · Full-Time · Remote

- Delivered certified GHL admin support to 5,000+ clients via LiveChat and Zoom calls — providing direct human-to-human support across funnels, automations, A2P, LC Email, Shopify, migrations, and full agency setups.
- Built genuine client relationships through real-time human support — walking clients through their problems live on Zoom, debugging side-by-side on screen-shares, and turning frustrated tickets into long-term loyalty.
- Freed senior team capacity for complex tickets by building AI-powered internal tools using Claude and Zapier to automate GHL troubleshooting — reserving human time for the conversations that mattered.
- Promoted 3x in 12 months: Chat Specialist → Senior Technical Expert → Team Lead, on the strength of consistent CSAT, throughput, and relationship-building.

LiveChat	Zoom Support	5,000+ Clients	Human Touch	Claude+Zapier
3x Promoted				

Remote Truck Dispatcher

Prior to 2024

EZ Dispatches LLC · CK Beckford Enterprise · NOOA

United States · Remote

- Dispatched freight for multiple US logistics firms across high-volume real-time environments — built foundational remote operational discipline and precision client communication skills.

Remote Ops	Real-Time	US Logistics
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AWARDS & RECOGNITION

2024

GoHighLevel Certified Admin

HL Pro Tools · Issued Nov 2024 · ID 121710512

Earned the platform's full admin certification while supporting 5,000+ active client accounts.

2023–25

Founding Lead — Mastermind Tech Admin Department

HL Pro Tools · Internal Recognition

Recognised for launching a brand-new department that generated \$24K/month in recurring revenue (~\$576K sustained over 2 years).

2024

3x Promoted in 12 Months

HL Pro Tools · Career Track Recognition

Chat Specialist → Senior Technical Expert → Team Lead — earned on consistent CSAT, throughput, and client relationship outcomes.