

HOW REMOTE WORK SAVED ME!

Conquering All Odds



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Shahzad Yaqoob (aka Nick) is an entrepreneur, a philanthropist, a family man, and a human being with a strong resolve. He is an avid reader, a keen sports fan, and loves to spend time with his kids.

He has travelled across the oceans and built a remote career for himself, which no one except his brother believed could work out. He has been successful in establishing an [award-winning](#) company that not only offers a professional and flexible work environment but is productive and rewarding for all those involved—the IdeasUnlimited Family.

He is the founder and CEO of [IdeasUnlimited](#), a business support services providing firm that is headquartered in Houston.

Self-discipline and a strong drive can help you overcome any situation and Shahzad proved that in quite short time. He has become an inspiration for all those who know him in a professional capacity.

A chat with him revealed much more about his struggles and relentless efforts to gain a reputable position for himself and help others see the light at the tunnel's end.



Social Anxiety and Remote Work

"There was a time when I wanted to quit my regular call center job, my MBA, and even my life to combat my social anxiety. I didn't know remote work had a lot of opportunities for people who are motivated to make a living but are constrained due to any personal circumstances."

SHAHZAD YAQOOB

Like me, most of you must have heard of and may have met people dealing with some kind of psychological struggle. But it is hard to fathom the agony they must be going through in order to meet day to day expectations as a family member and a worker. Typically, our society does not consider them fit to be a part of normal life.

Social anxiety impacts a worker's life as soon as the day starts. A worker starts worrying about commuting to work, meeting people, deadlines, and the office environment. These worries also have spillover effects in their personal life.

It is usually advised to work on your anxiety disorders and then re-enter the workplace. However, it is neither financially nor professionally feasible. There are many different types of anxiety conditions but the proven key to success despite anxiety issues is to find an outlet and not let anxiety control your life.

Remote work has been a blessing in disguise for many of us facing geographical, health, and social constraints.

Shahzad had been struggling with acute social anxiety since his teenage years but in 2010 it worsened as a never-ending turbulence for his social existence. He was so perturbed that he could not contemplate any other solution other than ending everything, including his life.

As he left his regular job, he got called in for a part time remote job as an outbound caller. Halfheartedly, he accepted it and soon realized the opportunities that remote work could offer.

It gave me hope and that was a big thing... remote work can give you time to settle. You can explore the possibility of making likeminded friends or exploring other avenues of tackling social anxiety, or any other psychological or physical limitation you might have.

IdeasUnlimited's existence shows me the importance of a support system in your life. It might be just one person. But someone to support and understand you, someone to show trust in your strengths and help you overcome your weaknesses, can take you a long way in life. For our CEO, this constant support has been from his brother. Today Shahzad considers all his colleagues as his support system, but it is primarily his brother, Shahid Yaqoob, who recognized Shahzad's potential and guided him well at every step.

My brother has been the most positive influence in my life and career, my strongest support...I must thank my brother who helped transition everything without a hassle. I still look up to him for business advice...

IdeasUnlimited Making Lives Better

I had a chance to talk with Shahzad recently and it made me realize that everyone has their own battles and you never get a level field to achieve your ambitions. It is important to fall and then learn to stand tall. I realized that every company was once just an individual struggle, and every CEO-ship was once just a start...

In 2010, Shahzad took his brother's advice and registered his company in USA. He worked day and night and built his credibility in the remote work industry and continued to build his team. Despite all hurdles, he stayed consistent and expanded his business to hundreds of workers from Pakistan, Philippines, India, USA, South America, and Europe.

I have been running this business remotely for nine years now! I manage call center locations myself in Karachi (Pakistan) and in Houston (USA), and then have partners run several call center locations in the Philippines.

Shahzad initially faced the common issues of remote team members. However, after sporadic work and trials and errors, IdeasUnlimited developed a very effective recruitment and monitoring process that facilitates competent workers in achieving the results expected by the clients. There is no discrimination and IdeasUnlimited promotes an inclusive workplace for anyone who is willing to unleash their potential and achieve results.

Now we have highly professional and trained HR and Administration teams, along with precisely tested processes to assure top productivity and efficiency, and a workforce that possess the required skills, attitude, and intent to do well.

Over time Shahzad has trained himself to stay calm and not let anxious thoughts take over his decision-making ability. He did not let initial failures deter his perseverance to achieve his dream. Interestingly, his dream has never been to succeed alone, it has always been about allowing people suffering in any way find **HOPE** for their future. And quitting was never an option.

This [quitting] never crossed my mind even when we went down to only one major project in 2013 for three to four months. We had a major downfall for no discernable reason, but quitting was just not an option.

The beauty of a struggle is that it helps you relate to those who are in the same boat. But the beauty of success comes when you work to let others be a part of the new possibilities too. It is when you

build collaboratively to help others benefit from it as well. Shahzad proves how honest struggle creates empathy and the desire to improve the lot of others like you.

Knowing and having gone through such feelings [anxiety] and then finding remote work, which helped me gain my confidence back in life, has convinced me to show this path to others as well.

IdeasUnlimited in the Future

Shahzad often talks about mutual growth and giving back to society. He frequently initiates discussions about global social and economic concerns on the company's platforms and I find him very ambitious towards finding solutions to major world problems. He envisions an inclusive company that provides opportunities for those with talent and one that sponsors education for orphans and the less fortunate all over the world.

He sees the remote work industry expanding in terms of innovation, coverage, and workforce. But he is looking forward to this industry getting globally regulated and judicated to meet new challenges of fraud and digital deception.

IdeasUnlimited is one of the [highest-ranking companies](#) for remote contracts and has recently won recognition on [Clutch Awards](#) and [The Manifest](#). Shahzad thinks it is because of his team that his vision is gradually becoming a reality.

Shahzad values his workers and strictly believes in mutual growth. He always mentions each one of the senior members of his team in connection to IdeasUnlimited's consistent upward track record.

With the same regard and passion, he wants to take the company forward in a way that it is rewarding for all those involved.

IdeasUnlimited is aspiring to become a company that meets the expectations of its clients at competitive pricing while the workers grow professionally, without being restricted by any personal circumstances.

I want my company to be known for creating “remote careers” rather than just small gigs here and there, and this is what I have done so far. Many of the workers who followed instructions and put in the hard work are still with us, enjoying an upward remote career and improved lives. They are the IU Family!

IdeasUnlimited gives me hope for all the conditioned workers in the labor force today—they too can work with a vibrant, growing company and build their remote careers. I will always be proud to have worked in an organization that values and builds its success with people, without discriminating or benching someone for something beyond their control.

It is a company that is future forward. It has the potency to help millennials choose their lifestyle as well as workstyle.

Shahzad Yaqoob has been successful in creating an organization that has commendable work ethics and quality of service while focusing on agility and technical standards required by their fast-paced, modern clients.

Shahzad has learnt the art of balancing life and work and not taking anything for granted. He is helping others strive for this balance too by believing in their strengths and conquering the odds set against them.



If you are interested in Shahzad’s complete narrative, you will find [here](#) a detailed question and answer session I had with the CEO of IdeasUnlimited. It is a story of his perseverance and personal struggles that have led to the success of many.

Please let us know your thoughts in the comments below.

About IdeasUnlimited

IdeasUnlimited has been providing support services to clients all over the globe for the past eight years, having completed over 4000 projects in a multitude of different industries. We provide a variety of services including call center support services, multilingual support services, virtual assistant services, ecommerce and backend support services, and operations support services.

Our unique value proposition includes 24/7/365 support, flexibility and fast ramp-up options, omnichannel support, cost-effective packages, top call center and remote teams, skilled project management, and best-in-class technology and software applications.