 YASER 

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To evolve into a competent Human Resources professional and to learn every aspect of the profession including – ER, recruitment, talent and performance management. Ideally, I would like a challenging environment that has learning and a healthy career path.

**EXPERIENCE**

# Tech Mahindra

July 2012 to Jan 2016

Formerly Mahindra Satyam BPO- offers a bouquet of innovative services that deliver measurable business value to customers.

* Managing Headcount across bands: 800 employees.
* Interacting with Internal Customers/ External Customers(Clients)/ Leadership team
* Management of Employee Lifecycle.
* Handling Performance Management through Annual Appraisal.
* Handling Internal Job Postings.
* Attendances follow up of employees to check noncompliance, observing absenteeism trend & feedback/inputs are provided to help them develop.
* Handling Performance Improvement Plan (PIP) Administration
* Ensure the timely and unbiased execution of the Rewards & Recognition programs.
* Initiate and conduct timely investigations, prepare documentation and make recommendations for retention measures to control attrition, compensation and discipline issues.
* Effective co-ordination with other departments (CS / Finance etc.) to help resolve employee queries on time.
* Supporting Corporate Social Responsible (CSR) activities.
* Facilitating associate communication within the IBU and provides a platform to raise their concerns and opinions through regular HR Meetings, Skips and Coffee Meets.
* Facilitating associate development, motivation, engagement through employee development programs and various HR initiatives.

# Infosys

May 2010 to June 2012

British Telecom is a 200 year old telecom company covering 90% telecom sector of UK.

* Worked as a Subject Matter Expert for management of clients through customer service and order management for customer as well business base depending on the scope of client projects Understanding needs
* Preparation of project plans and time estimates to complete targets
* Conduct weekly analysis on performance metrics and ensure agreed service and targets are met
* Closely work with Process/Compliance managers to ensure that team members have the appropriate training to perform required standards
* Coordinate with various department to fulfill sales orders and ensure 100% RFT met
* Certified 8 batches of Grad bay
* Helping teammates make timely delivery of targets.

# SKILLS

C, C++, SQL

TALLY 7.2, FOXPRO, ORACLE, HTML

MS Office (Word, Excel, PowerPoint, FrontPage)

SIX Sigma – Green Belt, LEAN

# PROJECTS and ACHIEVEMENTS

***Green Belt and Yellow Belt and other projects handled:-***

* BPO **Projects** – Control repeat callers, improve CSAT scores, troubleshooting steps for third party simulators and improving first time resolution in Sitel and Tech Mahindra.
* **Tools for Verizon** – call ticket tracking mechanism and call back tool **(Won exchange ION).**
* Have always been a part of office events (RNR, Client visits, Seminars, Cake cutting etc). This trait was developed during school and college driving annual and cultural events.

# AWARDS

Part of Blue Ribbon team- Team to achieve targets before time.

Employee of the quarter for 2 consecutive quarters.

Winner of BT Fiesta (INFOSYS) for attaining the targets and exceeding performance (2nd Runner-up in complete Site)

Received Extra Miler Award for Best service from British Telecom.

Best Associate for month in Tech Mahindra (November 2013)

Best Performance on Technical Service (November 2013)

**EDUCATION**

**JNTU, Hyderabad, India**

Masters of Business Administration, HR & Finance, class of 2016

**Osmania University, Hyderabad, India**

Bachelors of commerce and computer Science, Class of 2010

**OTIFAS, Punjab, India**

Six Sigma – Green Belt, LEAN

# Strength

Leadership qualities.

Strong experience with 7 Quality tools.

Quick Learning and adopting capabilities.

Discipline and positive attitude.

High sense of responsibility.

Ability to work in a team as well as acting upon own initiative.

Good Communication skills.

# Personal Strength

Adaptability of working in any kind of situations, willingness to work for long hours, to utilize my communication skills and creativity for the benefit of the company.

Personal Profile:

Languages known: Urdu, English, Hindi

Date of birth: September 4th 1988

Citizenship: Indian