**Sabbir**

**Professional Synopsys**

A result oriented and self-motivated professional with 5.5 years of experience in Banking Operation of mortgage process (For an Australian Bank) and HRO Payroll. I am proactive and systematic to avoid customers escalations/issues and promptly resolving and appropriately channelizing any escalations. My strength lies in delivering organizational expectations with my dedication, skills and knowledge while working along with the employees as a team.

**Objective**

To be associated with an organization that provides a good learning environment, growth opportunities and stimulates competitiveness in a professional set up.

**Professional Experience**

Worked with Infosys BPO Ltd. Jaipur, since April 2010 to Oct 2015

Designation: Senior Process Associate

**Achievements at Infosys**

* Rewarded 6 times for Team SPOT Award
* Rewarded Team Extra Miler Award
* Rewarded Star Performer Award for the quarter Jan 2014-March 2014 by onshore team
* Rewarded Achiever Award for the quarter Oct 2014- Dec 2014 by onshore team
* Led the winning team of Mad Adz at DC level
* Successfully completed all the loan applications within SLA during loan campaigns in Australia
* Managed the team and work in the absence of Team Lead

**Roles and Responsibilities Handled At Infosys**

* To comply with all the Company policies and procedures
* Provide sincere, friendly and energetic customer service
* Process Management: Monitoring the overall functioning of processes – (a) assign the received work to team members and manage the work flow, (b) regular staff rotation for work and other task, (c) Follow up with the customer/broker for the outstanding requirements/documents of the loan (d) verify loan documents and audit the file to guide each loan from preapproval to closing, (e) identify business improvement areas and implementing adequate measures to maximize customer satisfaction level
* Training of new hires & identifying training requirements of existing staff
* Record staff vacations, staff breaks, overtime assignment and arranging back-up for absent employees.
* Handle all internal & external customers’ query and provide appropriate solution
* Coordinate with clients through conference calls & emails to keep up with latest updates and improvements
* Provide support to team members and onshore team by ensuring the timely, judicious and accurate processing of loan applications
* Build relationships among both stake holder (internal and external) that lead to improved communication and productivity
* Being proactive and systematic to avoid client escalations / issues and promptly resolving and/or appropriately channelizing any escalations
* Monitor employees production & performance record and preparing required document on daily, weekly and monthly basis
* Ensure all administrative records has been completed and maintained accurate

**Initiatives at Infosys**

* Fun SPOC of the engagement
* Conduct Process Knowledge Test on regular basis
* Organize Team Outings & Get Together
* Prepare and cascade mailers for internal communication to keep employees updated
* Prepare & publish engagement magazine

**PROFESSIONAL QUALIFICATION**

* MBA (Marketing) from M.S. Ramaiah Management Institute, Bangalore (Affiliated to Madurai Kamaraj University, Madurai) in the years 2007-09.
* A Commerce Graduate from G.H.S. Govt. College Sujangarah, Rajasthan (Affiliated to Bikaner University, Bikaner) in the years 2003-2006

**KEY SKILLS & strengths**

* Analytical , Creative and Idea Generation
* Good at people management and team building aspects
* Demonstrating comprehensive product/service knowledge including features and benefits/outcomes
* Building Customer Relationship
* Time Management

**Training & Certification at Infosys**

* Mile-Stone 3.0
* Certified Transaction Monitor
* HRO Advance Australia Payroll
* Certification by Harvard Business Publishing (Harvard Manage Mentor collaboration with Infosys) on following topics – Customer Focus, Team Leadership, Innovation and Creativity, Writing Skills

**COMPUTER PROFICIENCY**

* MS-OFFICE
* Internet

**PERSONAL INFORMATION**

**Date of birth :** 16th Oct 1984

**Languages known :** English, Hindi

**Marital Status :** Married

**Hobbies :** Watching cricket, Playing chess, Helping to others

**Job Seeker First Name / CV No: 1720302**

[Click to send CV No & get contact details of candidate](http://www.gulfjobseeker.com/feedback/submit_fb_em.php)

