

**Zayba**

**Zayba.367037@2freemail.com**

**Personality Profile**

# Independent, self-reliant and motivated with a fierce desire to excel at whatever I take up. I am committed to my tasks and do not shirk from hard work, responsibilities and challenges. Adaptable to business environments and pro-active to take up initiatives, I see difficulties as challenges and believe in facing them head-on. I am agile and good at multitasking.

**Personal Information**

Date of Birth : 25th February, 1986

Gender : Female

Nationality : Indian

Religion : Islam

Languages Known : English, Hindi,Marathi and Tamil.

UAE Visa Details : **Residence Visa sponsored by HUSBAND - Exp on 09/11/2019**

**Education Qualification**

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| --- | --- | --- | --- |
| **Course** | **University/College/School** | **Year** | **Percentage** |
| TY BCom | YashwantraoChavan Maharashtra Open University, Nashik | 2008 | 64.00% |
| HSC | Kalina University, Mumbai | 2005 | 56.58% |
| SSC | Dominic Savio High School | 2003 | 58.06% |

**Area Of Strength**

* Strong Analytical Skills
* Very good in MS Excel, Power Point, MS-Word
* Typing speed of 45 – 50 WPM
* 5 years of exciting work experience in the Automobile industry in India
* Excellent team handling and team management skills
* Good Communication skills
* Able to perform under tough and challenging conditions
* Have an ability to train candidates/employees for Soft Skills.
* Flexible working in any role deemed fit by the company
* Experienced in handling multiple roles in previous organizationsi.e. CarWale as QA, Marketing,Sales
* Managed various tasks simultaneously and achieved success

**WORK EXPERIENCE:**

Organization :  **BLS International (Outsourced by Consulate General of India)**

Process  **: Call Centre (Inbound)**

Period **: From January till date**

Designation : **Sr Call centre executive.**

**Responsibilities:**

* Attend inbound calls from customers
* Upselling the services provided by BLS and making more and more sales
* Call barging and giving feedback for sales due to past experience
* Giving ideas for the betterment of the process
* Giving all the information about Passport Renewal for adults/Minor
* Handling Visa related queries for Non Indian national

Organization : **MXC Solutions – CarTrade.com**

Process  **: Assisted sales – Used Cars**

Period **: From May'14 till May’16**

Designation : **Sales Manager – Assisted Sales – Used car Division**

**Responsibilities:**

* Made Sales strategies,Target Planning
* Managed different location Pan India like Tamil Nadu, Punjab,and Gujarat etc.
* Coordinated with Dealerships, Area Managers and State Heads
* Handled a team of 20 people and trained them as well
* Listened to calls and given them feedback on Process and soft skills
* Was also responsible for Adhoc activities like Training,Hiring,HR,Admin & MIS
* Played a key role in company's growth from 13 transactions to 1800 transactions within a year.

Organization : **Tata Motors Ltd**

Process  **: New Car Sales**

Period **: From Apr ’13 till Mar'14**

Designation : **Team Leader (Direct Marketing)**

**Responsibilities:**

* Played a major role in setting up the DM team as was the first TL recruited for DM project.
* Handled a team of 20 Customer advisors and was in-charge of the entire team
* Timely analysis and handled escalation
* Coordinated and managed entire buying process with dealerships from test drivesuntil Car delivery
* Maintained Source wise reports as per the client requirement.
* Competition tracking and business analysis

Organization : **IndiaWeb portal pvt ltd (Oncars.in)**

Process  **: New Car Sales**

Period **: From Aug ’12 till Mar ‘13**

Designation : **Head – Car Consultant**

**Responsibilities:**

* Handling the entire operations of Oncars Process as it was a pilot process.
* Coordination with the Dealership to ensure customer satisfaction.
* Managed MIS, Business Reports and Competition tracking activities
* Ensuring the process works as more customer centric than process centric.
* Organize weekly conference calls with the dealerships, car consultant team & the DRM.

Organization : **Automotive Exchange Pvt Ltd (CarWale)**

Process  **: New Car Sales**

Period **:** 2years & 3 months

Designation : **Quality Analyst and promoted as Team Leader (Assistant Manager)**

**Responsibilities:**

* Listening to calls and giving timely feedback.
* Conducted training for process and Soft skills
* Cross checking the MIS executives report.
* Making sure the process work as customer centric and not the process centric.
* Preparing daily, weekly & monthly report as per the process & Client requirement.
* Highlighting the loop holes in the process.
* Generating daily, Weekly, Monthly Reports.
* Organized weekly, monthly activity to increase sales.
* Handling customer escalation.
* Coordinating with Dealers and field staff.
* Preparing timely process notes.
* Also worked with marketing team for a short period for corporate sales as per company requirement.
* Handled new car Sales team as well as used car sales team.

Organization : **Firstsource**

Period : 15 months

Designation : **Quality Analystand Soft skills trainer**

**Responsibilities:**

* Preparing quality weekly and monthly reports.
* Generating Feedback Reports
* Generating daily Quality Reports
* Quality Evaluations to assess agents skills
* Providing Feedback to agents
* Studying the Process Updates and compilation
* Compilation of the trends of defects in the transactions
* Providing weekly feedback to the Training department
* Providing daily Quality report to the Operations department.
* Responsible for improvement of quality, efficiency, and customer service
* Improve overall Employee Performance
* Responsible for maintenance of Quality Standards
* Review & Record performance of Agents & take necessary actions.
* Responsible for conducting weekly Product and Grammar related Test for the Agents.
* Coaching new quality for any concern
* Conducted soft skill batches for new joiner.

Organization : **Hutchison Essar ltd (Hutch - Vodafone)**

Period : 06 months

Designation : **Front office executive**

**Responsibilities:**

* Resolving customer query face to face.
* Selling new postpaid connections.
* Training New hirers

**Key Achievements:-**

* Awarded as theBest Team Leader in Tata motors &Cartrade.
* Nominated for dedicated Quality Analystaward in Firstsource.
* Selected for the training of cashier within probation period due to excellent performance in Hutchison Essar Ltd.
* Promoted as a Manager in Cartrade.com based on consistent performance analysis
* Was given an opportunity to handle Admin/HR & train for soft skills in Cartrade.com

**Computer Knowledge**

* Basic Computer Knowledge
* MS Office with excellent typing speed.