**Mohamed**

Email : mohamed.369216@2freemail.com

**Objective:**

**Areas Of Expertise:**

Customer Service

People Management

Employee Engagement

Recruitment

Workforce Planning

Performance Appraisal

**Education Qualification:**

Business Management (BBM)

Specialization in HR & Marketing

**IT Skills:**

 MS Word, PowerPoint & Excel

**Other Skills:**

Basics of Six Sigma

**Languages:**

English: Proficient

Kannada: Native

Hindi: Native

**Personal Profile:**

Date of Birth : 22/06/1985

Nationality : Indian

Marital Status : Single

**Visa Status:**

Visit Visa

**Interests and Hobbies:**

Playing Cricket, Chess and Online Gaming

**References**

Available on request

To make a sound position in corporate world and work enthusiastically in team to achieve goal of the organization with devotion and hard work. To be involved in work where I can utilize my skills and creatively be involved with system that effectively contributes to the growth of organization.

**Professional Skills & Key Strengths:**

* Self-motivation
* Creativity and Initiative to achieve goals.
* Ability to work under pressure.
* Decision Making.
* Time Management.
* Conflict Resolution.
* Leadership.
* Adaptability.
* Outstanding oral, written and communication skills.

**Work Experience:**

**Capita, (Bangalore, INDIA)**

**Team Manager - Operations**

05th May 2014 – 08th September 2016 (2 years 5 months)

**Roles & Responsibilities:**

* Supervision of workflows and work queues
* Maintain daily, weekly and monthly production reports
* Coordinate activities of the department with the manager to include work flow monitoring, process improvement, training, reporting and special projects
* Provide recommendations for strategies and process improvements to add value to teams and clients
* Coordinate with other internal support teams to ensure seamless production by the operations team
* Optimum utilization of resources
* To lead, coach, motivate and develop staff to deliver high quality work to clients and to achieve or exceed set operational targets
* Monitor and evaluate staff performance, attendance and also, generate reports as necessary
* Provide resolutions to complex escalated queries and complaints from external and internal customers
* Communicate effectively (both verbal and written communication) with multiple internal and external stakeholders

* To ensure that all employees from the process assigned to are provided with knowledge of company’s business practices, policies and procedures
* To design, create and deliver job specific training to all new employees
* To regularly plan and hold coaching and feedback sessions with employees
* To design, create and deliver development training programs
* To ensure the meeting of/ facilitate learning and development requirements for assigned teams
* To coordinate/ facilitate disciplinary action effectively as required.

**ISG Nova Soft Technologies Limited (Bangalore, India)**

**Team Lead - Operations ( Mortgage Processing - Valuations)**

18th October 2010 – 29th April 2014 (3 years 6 months)

**Roles & Responsibilities:**

* Supervision of workflows and work queues
* Prepare management reports on weekly/ monthly basis on team performance
* Daily Call monitoring and Feedback
* Handle escalations calls, follow-up on complaints.
* Conduct refresher training on a quarterly basis.
* Track schedule adherence.
* Conduct performance reviews for the team members on a monthly basis against their KPI targets



**Aviva Global Services Private Ltd (Bangalore, India)**

**Customer Services Advisor - Motor Insurance (Sales & Services)**

1st June 2009 – 08th Oct 2010 (1 year 4 Months)

**Roles & Responsibilities:**

* Managing large amount of inbound and outbound calls in a timely manner.
* Following compliance scripts when handling different topics.
* Identifying customer's needs, clarify information, resolve issues and provide solution and/or provide alternatives.
* Seize opportunities to upsell products.
* Build sustainable relationships and engage customers by taking the extra mile.
* Meet personal/team qualitative and quantitative targets.

**Achievements:**

* Best Team Manager Award – Selected by the Client basis performance 2014 (Went to United Kingdom for the pride awards hosted by the client)
* Completed USPAP certification
* Best Team Performance – 2015.
* Zero attrition in the team for 12 consecutive months.
* Completed Active Manager Course
* Met deadlines consistently. (SLA for the client, measured on Performance Score Card)

**Declaration: -** I hereby declare that the information furnished above is true to the best of my knowledge.

**(Mohamed)**