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**DANISH**

[**DANISH.373886@2freemail.com**](mailto:DANISH.373886@2freemail.com)

*Ambitious & enthusiastic professional achieving consistent result & developing strong working relationships with clients & internal team players; Seeking assignments in:*

ACCOUNTS • OPERATIONS • INCIDENT MANAGEMENT • TEAM HANDLING • ORDER MANAGEMENT

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**CAREER PROFILE**

* Detail-oriented, efficient and organized professional with extensive experience in accounting systems.
* Possess strong analytical and problem solving skills, with the ability to make well thought out decisions.
* Excellent written and verbal communication skills.
* Highly trustworthy, discreet and ethical.
* Resourceful in the completion of projects, effective at multi-tasking.
* Responsible for acting as a liaison between customers and companies.
* Assists with complaints, orders, errors, account questions, billing, cancellations and other queries.

# Experience

Tech Mahindra Ltd

Team Leader  
November 2007 - Present

* Worked as Team Leader for **TELUS CE Migration Only Business customer**.
* Manage team of 20 people.
* Manage various teams both from process and people front.
* Monitoring the overall functioning of processes, identifying improvement areas and implementing adequate measures to maximize customer satisfaction level.
* Imparting /organizing training programs for the subordinates & driving them to achieve pre planned targets; incorporating bonded teamwork and managing healthy environment.
* Leading & monitoring the performance of service operations ensuring group targets are met.
* Planning career growth and completing the appraisals for team members; resolving conflicts and liaising for any differences of opinion with the team members and the clients.
* Work with on-site teams and Clients to optimize Quality, Efficiency, Cost and Customer Value in multiple client engagements
* Weekly/monthly calls with onshore team for performance review/dashboard
* Prepared / sign off on the KRA’s deliverables of the team in order to meet the operational objectives of his/her team.
* Prioritize and allocate projects to be undertaken for improvement based on internal and external quality data
* Coach, guide and support Operations, Service Quality and Op Ex team to perform improvement tasks which impacts all SLA parameters
* Interact with Systems and compliance team to ensure all processes are implemented and coordinated for successful completion of all audit activities
* Work closely with Operation teams to obtain input of diverse views, facilitate generation of ideas, analyze operational risks (FMEA), extend support in managing client escalations (RCA/CAPA) and work across traditional functional boundaries to mitigate risks and establish common goals to deliver value to the business
* Design and implement KPI measures, measurement systems and visual tracking controls/dashboards to manage process performance for sustainability and continuous improvement.
* Review various processes and procedures to determine what can be improved from a specific process area and from an end-to-end perspective.
* Analyze current situation (As-is), identify improvement opportunities and recommend measures (To-be) to re-engineer processes.
* Add value by identifying opportunities to improve process and initiate action to implement these (where appropriate) to deliver the highest possible level of customer service with the highest possible efficiency.
* Implemented the improvement plan in order to enhance customer satisfaction
* Change management and back up planning.
* Resolved escalation from the process owners in order to achieve production targets.

WNS

Sr. Customer Support Associate  
May 2005 till October 2007

* Respond to incoming calls, emails and other message from customers and give them the right answers and directions.
* Give accurate direction and support to team leaders to facilitate successful completion of organization’s targets and performance goals.
* Carefully identify problems that might arise from operations with the use of ethical procedures and professional judgment.
* Make use of proven business techniques in the identification of lapses and loop holes in the organization’s customer service department and recommend better strategies that will yield better results.
* Use expertise to build strong healthy relationships with clients, convince them of all benefits of doing business with the organization and create an open and accessible communication rout for free flow of information.
* Intimate employees with the rules and regulations of the organization in order to enable them work in accordance with acceptable standards as this will affect their level of productivity and performance.
* Liaise with other trainers/training departments to ensure that employees are very knowledgeable about work ethics and latest trends obtainable in the business market to obtain better results.
* Serves as mediator between customers and clients in cases of disputes which may arise in the course of business transactions, and also mediate between employees and employers to ensure that the interests of both parties are dully protected.

Royal Land Builder and Promoter

Accountant  
April 2002 till November 2004

* Enter customer payments into system on a daily basis.
* Track all money received and prepare deposits.
* Develop reports to detail aging and past due accounts for senior management.
* Total past due invoices weekly and report to supervisor.
* Analyze accounts to discover discrepancies and resolve all variances promptly.
* Initiate collections proceedings against accounts past due more than six months.
* Managed incoming payments for family-owned computer business.
* Worked with customers to develop repayment plans for delinquent accounts.
* Summarized receivables on a weekly and monthly basis.
* Kept frequent computer backups and vital documents in paper copies.

# Education

* Executive MBA from Karnataka State Open University in 2015.
* B.COM from Mumbai University in 2001.

# Computer Skills

* Microsoft Word, Excel, PowerPoint, Outlook Express and Microsoft Office.

**Personal Details**

Date of Birth : 09th March 1978

Languages Known : English and Hindi

Marital Status : Married

I understand that if any of the facts given herein above are found incorrect, at any time, my services are liable to be terminated without assigning any reason or any compensation therefore.