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| **Hyder****Hyder.381491@2freemail.com****Organizational Association** |
| **Organization** | **Role Held** | **Tenure** |
| FACTSET Systems India Pvt. Ltd, Hyderabad, India | Transport Coordinator(Operations Manager) | Jun2015 – Till Date |
| Kelly Services India Pvt. Ltd, Hyderabad, India(Client-GE Money) | Transport Router Cost Maintainer &Lead Supervisor | Jul 2014 – May 2015 |
| JLL India Pvt. Ltd, Hyderabad, India(Client-Amazon) | Transport 1stLevel Executive(Shift in-charge) | Apr 2012 – Jun 2014 |
| Genius Consultancy India Pvt. Ltd.,Hyderabad, India(Client-Amazon) | Facilities Help Desk Executive | Aug 2011 – Mar 2012 |

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| **Skills Set** |
| **Transport Management Tools** | [Arya Omnitalk](http://www.aryaomnitalk.com/), [Falcon AVL System](http://www.falconavl.com/corporate), [MoveInSync](http://www.moveinsync.com/)and RMS (Mahindra logistics). |
| **Soft Skills** | Customer Relationship Management (CRM),Flexible, Able to do Multitask, Good Interpersonal, Communication and Organisational skills. |
| **Technical Skills** | Transportation Management, Data Analysis, Performance Management, Process Improvement,Report Writing, Budgeting, Researching, Preparing Presentations and Time Management. |
| **Other Skills** | Forward Thinking, Strong Numerical and Analytical Skills, Extensive Transportation Industry Knowledge, Sound Decision-making, Adaptability, Accountability, Quick Follow-through, Journey Planning, MIS Reporting, Vendor Management, Customer Service, On boarding, Facilities Management and Business Development. |
| **Other Tools** | MS Office Suite (Excel, Word, PowerPoint etc.) and G Suite. |

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| **Work History** |
| **Client Name:** FACTSET Systems India Pvt. Ltd**Duration:**Jun 2015–Till Date**Factset transport departmentmanages3000+ employees commute daily utilising 400+vehicles associated with 7 vendors by maintaining its best in-class service to improve the company growth.****Responsibilities:*** Make sure the transport operation meets its performance and safety targets, monitoring it and reporting to senior management.
* Meet employees, captains and visitors, lead investigation, do root-cause analysis on to areas of concern and derive best solution which is win-win situation to all.
* Design, implement and support journey plans meeting agreed key performance Indicators.
* Write reports and present options and recommendations to clients and senior management.
* Advise on policy and strategic developments and examine business decisions (pricing policy, level of service provision, timetable changes) to assess their impact on passengers
* Ensure that all operations are carried out in accordance with Indian laws and regulations, particularly relating to health and safety.
* Manage and supervise staff, organise work shift rotas and coordinate staff training.
* Negotiate and manage contracts and develop new business opportunities.
* Minimise disruption and resolve any unscheduled delays, having to make decisions in tricky situations.
* Analyse results of surveys on passenger/customer satisfaction and start new projects to improve performance.
* Make sure that transport services are available to all through social inclusion initiatives.
* Liaise and negotiate with different stakeholders including planning and highways authorities, residents, councillors/politicians, developers and transport providers.
* Identify existing and likely future transport problems, develop transport models and investigate the feasibility of alternative means of transport.
* Use IT systems for tasks such as timetabling and managing usage flows.

**Client Name:** GE Money**Duration:**Jul 2014 – May 2015**Synchrony Financial International Services playsa key role by working 24/7 in pursuit of providing best in-class service to synchrony 8000+ employees by overcrossing multiple challenges daily.****Responsibilities:*** Monitor the day to day activities of transportation schedule, tasks and other related functions.
* Continually improve efficiencies and identify improvements in the daily transport plan.
* Review the operational plan to ensure it is achievable with the current depot status.
* Facilitate the communication process for implementing the plan ensuring appropriate escalation procedures are followed with respect to potential operational risks.
* Identify and authorise the improvement opportunities observed throughout the shift ensuring appropriate communications to planning are recorded.
* Provide a concise shift review reporting significant issues encountered during the shift.
* Manage operational team, including performance and standards.
* Continually review the operational arrangements and controls to maximize the efficiency levels and targets utilized as KPIs.
* Promote and manage health and safety.
* Ensure procedural controls and instructions are achieving the desired records and standards in line with depot policy.
* Communicate and assist identified improvement initiatives / opportunities for effective integration to depot process.

**Client Name:** Amazon Development Centre **Duration:**Apr 2012 – Jun 2014**Amazon Transport department delivers best service by working around the clock for 20000+ employees handling 23 logins and 22 logouts to ensure the transport service is always available to its employees.****Responsibilities:*** Monitor driver duties.
* Assist transport queries raised by customers over call and enhance customer journey.
* Monitor day to day activities of transportation schedule, tasks and other related functions.
* Provide a concise shift review reporting significant issues encountered during the shift.
* Identify and authorise the improvement opportunities observed throughout the shift ensuring appropriate communications to planning are recorded.
* Provide a concise shift review reporting significant issues encountered during the shift.
* Manage operational team, including performance and standards.
* Use IT systems for tasks such as timetabling and managing usage flows.

**Client Name:** Amazon Development Centre **Duration:** Aug 2011 – Mar 2012**Amazon Development Centre facilities executive team manages 15000+ employees walk-in to office per one shift which take cares visitors, meetings, vendor management & etc.****Responsibilities:*** Handling Alcatel system.
* Handling Front office Operation.
* Payments of Vendor Bills.
* Guest coordination., handling booking of hotels, guest house and travel tickets.
* Act as a first point of contact for service request call.
* Maintaining office contacts, inventory of medicine and stationary.
* Coordinate transportation for staff.
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| **Education Qualification** |
| * Bachelors in Commerce
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| **Personal Details** |
| **Date of Birth :**04thOct 1991 | **Gender :**Male |
| **Nationality :**Indian | **Marital Status :**Un Married |
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