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| C:\Users\MICROS~1\AppData\Local\Temp\1530233302024.jpg  **YUSUF**  **MID-LEVEL PROFESSIONAL** An established professional with **nearly 14 years of overall experience. 10.6 years of BPO experience** in **training delivery**, performance management and executing **KPI’s/KRA’s/SLA’s** while ensuring **Call Calibration** and Quality.  **Industry Preference**: BPO/Training/Customer Service/Hospitality  **Location Preference**: UAE  yusufshaikh79@yahoo.co.in  +91-9922503120 | |
| *“Merit of working as* ***a Sr. Trainer*** *(with ADP Pvt. Ltd.); facilitated NHT (New Hire Training), TNA (Training Need Analysis) and managed Pre-training, During and Post training needs. Along with that maintained Repository and designed SOP’s as a moderator*  Personal Details **Date of Birth**: 3rd May 1979  **Languages Known**: English, Hindi & Marathi  Email – [yusuf.382394@2freemail.com](mailto:yusuf.382394@2freemail.com) | Profile Summary   * Proficient in identifying **training needs (TNA)** across levels through mapping of skills & competencies for different roles; customizing learning projects for achieving the set fiscal year goals of the company |
| * Expertise in framing work direction & plan for associates after assessment of capabilities, also setting up targets, **SOP & SLA, maintaining CTQ** (Critical to Quality)/**CTP** (Critical to Process) targets * **CSI** (Customer Service Index) /**NPS** (Net Promoters Score) – Instrumental in monitoring the overall functioning of processes, identifying improvement areas and implementing adequate measures to maximize customer satisfaction level * Instrumental in Designing **PMS** (Pay for Performance), **R&R** (Rewards and Recognitions), **Leave Management** and **Associate Engagement** Action Items * **Acting Team Leader** – Conducted Huddles, Monitored Work Queue, Managed escalations and ad hoc tasks * Exhibited excellence in supporting operations on **CRM platform/Pay-Systems for numerous clients** with competent cross-functional skills & on-time execution * **Instrumental in Screening, Interviewing and Recruitment of new hires** * Insightful exposure in delivering trainings on English Grammar, **IELTS, Call Center Etiquettes** and Soft skills * **Call Calibration to ensure quality by providing feedback**. Instrumental on a project to reduce the **AHT** * **Education Sector** - Counselor and Center Coordinator * **ISO** Office Executive – Internal audits for **ISO9001** (QMS)- Identifying Non-Conformities and taking corrective actions * **Hospitality** - Front Office Executive for 2 years   Academic Details   * Pursuing PGDBM (**Human Resources**) from Welingkar Education, Mumbai * B.Sc. (Computers) from Swami Ramanand Teerth Marathwada University, Nanded, Maharashtra in 2002 |
| Career Timeline | |
| Core Competencies     |  |  | | --- | --- | | **Service Delivery Operations** | **Training & Development** | |  |  | | **Team Management** | **NPS/CSI (Quality Management)** | |  |  | | **Strategic Planning & Execution** | **Reporting & Documentation** | | **Hiring and Recruitment**    **Teaching English, IELTS, Soft Skills** | **Business Analysis**    **Hotel-Front Office Management** |   Organizational Experience  **Dec’ 2007 – May 2018 with ADP Pvt. Ltd, Pune as Sr. Trainer**  Deputation/ Assignment:  Dec’ 2007 – Jan’ 2014 Process Associate, Sr. Process Associate & Quality Analyst  Feb’ 2014 – Feb’ 2017 Trainer (Senior Analyst – Training)  **Feb' 2017 – May 2018 Sr. Trainer**  **Key Result Areas:**   * Facilitating a training program for a team of over 100+ associates for various functions especially for New Joiners * Devising 30-60-90 days PMS (Pay-for-Performance) Program in alignment of fiscal goals of the company * Managing Pre-training, During-training and Post-training programs on regular basis based on the Training Need Analysis and designing various training modules to conduct refreshers to exceed the deliverables * Customizing a plan in preparing & implementing the SOP (Standard Operating Procedures) for transitioning the process; facilitating smooth transition of processes from various client locations (US) * Mapping clients, identifying improvement areas & implementing measures for ensuring and maximizing customer satisfaction levels * Setting out quality standards for various operational areas, ensuring a high-quality customer experience while adhering to the SLAs and work processes * Identifying TNA for better customer experience and conducting quality training programs for the stakeholders * Working towards the liaising with the client for ensuring all committed KPIs and KRAs as part of the contractual agreement are delivered as per timelines * Liaising & coordinating with Lien Experts, Solution Center, Disbursement Team, Compliance Team & Agency Relations   **Significant Accomplishments:**   * Played a key role as Moderator for ADPworks and worked on updating repository * Ensured that process quality control framework was strictly implemented and maintained to safeguard 100% process audit – Applying quick control checks by doing RCA (Root Cause analysis) * Implemented quality initiatives for improving team performance and increased team’s quality score from 80% (under performance) to 98% (top performance) * Adopted effective measures and maintained a 100% retention in training and post training for 6 months * Honored with the following awards: * Gem of the Month – Mar’17 * Quality of the Honor – Dec’12 * Titan of the Month – Oct’12 * Idol of the Month – Mar’11 * Quality of the Honor – Feb’10 * Quality of the Honor – May’08 * Star of the Month – Mar’08 * Best Performer of the Year Trophy on the occasion of Annual Day in 2008   Previous Experience  **Jan’07 -Dec’07 with Yashwant Institutes (University Centre), Pune as Counsellor and Coordinator**  **Dec’05 -Dec’06 with Ashoka Buildcon Ltd, Pune as ISO Office Executive (9001:2000)**  **Jul' 03 - Aug'05 with Ambience Hotel, Pune as Front Office Executive**  Was Instrumental in Projects   * **CSI (Client Service Index)/EQI (Effortless Quality Index)** – Measuring and improving every touch point where clients have visibility and improving upon NPS (Net Promoters Score**); improved NPS from 35% to 50%** * **Passive Se Promoter Tak** - Accuracy Improvement Project for escalated clients which resulted in client retention, and increased CSAT/NPS scores * **AHT**: Reduced AHT of incoming calls by 25%- Enhanced IVR capabilities and knowledge retention * **Write-off Reduction:** Did Pareto Analysis (80-20) onWrite-off RCA’s and implemented control checks to mitigate leakage of penalty amount * **Power of 10**: Identified bottom 10 low performers and improved their accuracy by 20%   Certifications  http://indusbusinessjournal.com/wp-content/uploads/2017/04/Nasscom-logo.jpg   * Certified BPO Team Leader (CBTL) from QAI NASSCOM * Certified BPO Quality Analyst (CBQA) by QAI NASSCOM * Smartrain - A Leadership Program * Competent Communicator (CC) – ADP Toastmasters International * Competent Leadership (CL) – ADP Toastmasters International   Trainings   * Pursuing “Train The Trainer” from British Connections, Pune   **Trainings Imparted-**   * NLP and Mind Power Coaching to set and to achieve personal and business goals * Public Speaking, Vocal Variety, Organization of Speech and Body Language * Critical Thinking * Team Building * Elements of Effective Communication * Leadership and Team Management * Emotional Intelligence   Extracurricular Activities   * Acted as VP - Education in ADP, Pune (Toastmasters Club) * Established ADP TM Club and consistently playing various leadership roles * Represented ADP Toastmasters Club at Area Level Contests (Three Times) * Adjudged as the winner of Humorous Speech Contest (ADP Toastmasters International) * Adjudged as the winner of International Speech Contest (ADP Toastmasters International) * Selected as 2nd Runner-up in International Speech Contest (ADP Toastmasters International)   Soft Skills  Motivator & Collaborator  Honest & Trustworthy    Lateral & Critical Thinker  Detail Oriented  Planner & Executor | |