SALEEM

[Saleem.383516@2freemail.com](mailto:Saleem.383516@2freemail.com)

QUALITY IN CHARGE / TECHNICAL SUPPORT EXECUTIVE

Encourages quality consciousness & Satisfaction of consumers reduction in inspection costs

Increased goodwill.

# Experience

|  |  |
| --- | --- |
| 2008 – 2018 | QUALITY IN CHARGE / TECHNICAL SUPPORT EXECUTIVE – **IBM INDIA**  QUALITY IN CHARGE  Team Supervision & Training, Turnaround & Change Management  Scorecards & KPIS, Performance management, Customer satisfaction  Staff training.  Call centre level data: This includes total call, average answer speed,  Abandon rate, average calls/minute, and overall satisfaction score (chart),  SLA limits.  Agent level data: This includes total calls, calls answered, average answer  Speed, call resolution (%), and call resolution trend  Work with functional managers and the team sponsor to obtain necessary resources to support the team’s requirements.  Coordinates meetings with the product committee, project manager and  Functional management to discuss project impediments, needed  Resources or issues/delays in completing the task.  Identifying areas of underperformance, creating performance  Improvement plans.  Dashboard activity with total in bound calls and emails.  Setting targets for both individuals and teams, conducting reviews  Measuring the performance of both individuals and teams, Offering  Advisors guidance and Feedback.    TECHNICAL SUPPORT EXECUTIVE  Resolving Wifi, Bluetooth, Battery related issues through remote support.  Supporting for Software and Driver related issues online.  . Handling online escalations and providing solutions. |
| 2003 – 2007 | SYSTEM ADMIN- **SIFY LTD INTERNET SERVICE PROVIDER**  Expérience in installions operating Systems Win2000/XP/Win7.  Provide services such as encoding, printing, downloading and all other  Operations provided by the cafe.  Maintain cleanliness and orderliness of the place.  Keep accurate records of logs and inventories of the cafe.  Handling internet issues and support user.  Worked for broad band team and supported user online.  Monitoring and maintaining the computer system.  . |

# EDUCATION

|  |  |
| --- | --- |
| 1994 – 1996 | ITI ELECTRONICS VOCATIONAL |

|  |  |
| --- | --- |
| 1992 – 1994 | **SSLC- BEACON PUBLIC SCHOOL** |

# SKILLS

|  |  |
| --- | --- |
| Languages  OS  Technical  Applications | Windows 2000, Windows XP, Windows 7,  Html |

**E X P E R T I S E**

|  |  |
| --- | --- |
|  | Team Supervision & Training, Turnaround & Change Management  Score card, KPI & Performance management, Customer satisfaction. |