###### Curriculum Vitae

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## **D O B:** 02/08/1959

###### Career Objective

Seeking a position where I can use my experience and skills to improve operations, contribute to business growth through consistent achievements.

## **Education:**

**Academic:**

* **Bachelor of Science** from **Osmania University**
* **Board of Intermediate Education (MPC)**
* **School of Secondary Education**

**Roles & Positions held**

* + 2005-till date : Customer Service Executive, HSBC HDPI Pvt Ltd
  + 1996-2005: Manager Director of DRS International School Habsiguda Branch.
  + 1989-1996 : ASTRA-IDL (ASTRA-ZENECA) Sales Manager covering Telangana

and Rayalaseema

* + 1982-1989: ASTRA -IDL (ASTRA-ZENECA) Professional service Representative.

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**Professional Experience:**

- Worked as a Customer service representative for **HSBC HDPI Pvt Ltd** till date

**Job Description**:

Business Credit Management Queue**.( HBME Credit and Risk Management – Dubai/UAE)**

* As part of my job responsibility in process, I handled queries from branch related to process in accordance with procedures, ensuring highest quality levels at all times and prompt customer service.
* Been a focal point for all procedural queries and clarifications
* Developed and encouraged team to deliver excellent customer service to both internal and external services
* Processed customer instructions in a timely manner to exceed agreed productivity targets and quality set by the organization.
* Learnt and implemented changes in the process as advised by the business area and has been cascading the same to the team members
* The opportunity helped me to work in a challenging environment wherein I utilized my knowledge and experience at best in providing solutions in team.

**Achievements:**

**Team member**

* Received Ace Performer Award 3 times for achieving set parameter (Quality/RPH/Production)
* Received numerous Bi weekly awards.

**Training**

* Successfully trained 24 associates in BCMQ and Indexing Queues well ahead of training plan

targets.

* Took constructive classroom sessions for all the team members.
* Designed Training Plans, Learning Curve and Training Report formats.

**Process Re-Migration**

* I have been given an opportunity for a process migration wherein I have proved my ability and

dedication by training 9 associates at Vishakhapatnam.

**Quality Coordinator**

* The role was to investigate and analyze errors, made a spread sheet to keep a track of the same

on a weekly basis and with the help of effective class room sessions helped associates

implement in the corrective measures.

**Positive Indicators:**

***Analytical* *Thinking***

***Flexibility***

***Leading & Developing*** **o*thers***

***Team working***