

**FAYAZ MOHAMMED**

**PERSONAL DETAILS**

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| **Resides****E-mail****Date of Birth****Nationality****Skype Name****Education****Certification****Languages**  | Bur Dubai, Dubai.fayazmoh86@gmail.com22 - 04 - 1986IndianFayazmoh86BA (Economics),Bhartiya Shiksha Parishad, India - 2009English, Pursuing GermanCertified professional in IELTS from University of Cambridge, UKEnglish, Hindi and Tamil |  |  |

**PROFILE**

**To enhance the working capacities, professional skills, business efficiencies and to serve an organization in the best way with sheer determination and commitment**

* Resourceful visionary and organized **Customer Service & Operations Management Professional with 7 years of experience**
* Currently, associated with Tech India Infoway Private Limited, as a Group Coordinator (Customer Service)
* Highly experience in handling client services and transition, process and metrics management, human resource and background verification process
* Team leader with strong supervisory, relationship management, communication, multi-tasking skills
* Detail-oriented with success implementing solutions to create optimal efficiency
* Proven track record in resolving and reducing customer complaints and meeting customer service level agreements
* Excellent communication skills and strong planning, organizational and time management skills

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| **AVAILABILITY*** Ready to relocate immediately
* Possess no bond with the current employer

**GLOBAL EXPOSURE*** Interacted with the clients from USA

**TRAININGS ATTENDED*** Business Communication Skills
* Client Communication Skills
* Email Etiquette
* Presentation & Interviewing Skills
* People Management & Feedback Skills
* Time Management& Self organizing
 | **KEY SKILLS*** Customer Service Management &Operations
* Complaint Handling & Resolution
* Healthcare Operations Management
* Customer Satisfaction Enhancement
* Front-End Supervision
* Business Development
* Teambuilding & Training
* Cost-Reduction Strategies
* Order Fulfillment
* People Management
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**PROFESSIONAL EXPERIENCE**

**Tech India Infoway Private Limited, IndiaOct 2011 - Till Date***Group Coordinator - Customer Service*

* Administering client calls and resolving the issues through emails and over the call
* Run and distribute ACT/ACX enrollments that need to be known as for BI’s closed same day
* Allocating and managing patient request forms (PRF’s) that need to be processed
* Supervising escalated calls and auditing reports related to home connect when necessary
* Examining phone QA's along with employees and executing new employee interviews
* Accountable for ensuring the CS team’s information is up to date and concentrate on the objectives and requirements of the division and the overall business
* Pursuing and applying all HIPPA guidelines with the help of customers and staff

**Caliber Point Business Solutions Ltd, India May 2011 - Oct 2011**

*Senior Operations*

* Carried out inbound and outbound calls, documentation and verification and providing the reports as per client requirement
* Responsible for profiles verification, reporting issues, background checking process
* Provided updates on the process and formulated verified reports to the client

**Shell shared services, India May 2009 - Jan 2011**

*Customer Service Representative*

* Liable for taking and processing the order from customers and updating the data in CRM
* Created and handed over the order to the department and generated invoice along with quantity details
* Examined the stock details from excel database and prepared the reports related to stock

**IMS Learning Centre, India Dec 2007 - Apr 2009**

*Senior Business Development Representative*

* Facilitated CAT examination with the students and organized seminars and presentation with the help of principal and HOD's
* Guided the students with respect to courses and implementing career counseling
* Applied marketing strategies in accordance with Colleges, Schools, B-Schools & Educational institutions
* Fostered end to end learning solutions to students and applied preventive measures for failure rectification
* Estimated new business plans and setting business targets

**REFERENCES**

* Available upon request