

**Hazeem .A**

To contact me please talk with my HR Consultants at [www.gulfjobseeker.com](http://www.gulfjobseeker.com)

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<http://www.gulfjobseeker.com/employer/employerservices.php>

**Work Experience**

**Feb, 2012- Sept, 2016 Phykon Solutions**

Cell Lead

Phykon Solutions has focused solely on providing business services to small to medium businesses across the globe. My job profile concisely comprises of to manage the team as a whole in the areas of Operations, Administration, IT and Customer Support as well. The duties and responsibilities assigned to me are;

* Ensure the team can deliver its target in the areas of sales, CSAT (Customer Satisfaction Survey Rate)
* Administration - Review all business correspondence through Email, Phone and Business Chats, Keeping stocks, Inventory management, Filing documents etc,
* Meet the business requirement of the Clients and Conduct MoM and Brainstorming Sessions.
* Conduct Training Programs and review, analyze and update to Project Manager monthly.
* Dealing Irate Customers, VIP customers and Escalation Issue Management.
* Reports - Staff Attendance Management and daily reports, Performance Data, Call queue Reports, Customer requirement data, CRM Reports etc.
* Sales – taking care of cross and up selling process to its utmost results. Create Methodology for Conceptual Selling, Training, PIP, Reminder for prospects, etc
* IT – IT networking, IT Support, PC Support and its escalations, IP Cameras/CCTVs, Routers, Switches etc.
* Customer Support – Customer Service & Support, Agent Language skills, Voice and Accent – sending to Training department for the agents who are in PIP etc
* Global Customers – especially in USA, UK, Canada and Middle East.

**November, 2010- June, 2011 Sutherland Global Services**

Senior Technical Support Engineer (L2)

**SGS** comes withintegrated retail outsourcing solutions including customer care; sales, internal help desk support, and back office functions with a history of partnership with retailers, including 4 of top 5 largest retailers in the industry. My duties and responsibilities are;

* To Provide seamless tech support for our Client, AT&T
* Customer Support, CSAT
* CRM application – to record calls, Issue Reports, Dispatch the technician to customer premises etc.
* Technical Troubleshooting, Issue Escalations, Conceptual Selling, etc.
* Chat and Voice technical Support to the AT&T Customers (Phone, IPTV and Internet).

**April, 2008- November, 2010 Tata Consultancy Services**

Process Executive

* Price Retail Change Management, Inbound Faxing
* Segregation of prices and keying it to through CRM applications to Store levels.
* Supply Chain Management Process
* Dealing with business clients across USA for the Client “The Home Depot”, third largest retail sector in the world.
* Working with CRM & ERP applications, Office applications, Macros etc.

**June, 2006- April, 2008 Reliance Communications**

Customer/Technical Support

* Telecommunication , Customer Support & Technical Support
* CRM application, Avaya Phone Support
* Dealing with Indian Customers for Phones, Internet and Voice
* Sales – Inbound & Outbound
* Proactive customer support in a timely manner.

**June, 2004- April, 2006 National College of Applied Sciences**

Office Assistant/Administrative Executive

* Clerical and Administration Management
* Preparation of Faculty Timings, Student Enrolment Details, Fee Collection
* Book Keeping, Inventory & Facility Management
* Assistance to the Course Coordinator for the preparation for Course curriculum.
* Business Correspondence over email, fax etc
* Attendance Report, Daily Hour report etc.

**Education**

Annamalai University First Class MBA (E- Business)

(2014-2016)

Mannomaniam Sundernar University Second Class MA (English Literature)

(2013-2015)

Kerala University Third Class BA (English Literature)

(2000-2013)

VHSE, Kerala First Class Higher Secondary

(Medical Laboratory Technician)

(1997-1999)

SSLC, Kerala Second Class 10th Grade

(1997)

**Certifications**

Six Sigma White Belt Certification

ISO 9001-2008 Training Certification

Radar Systems Certification

Stenography Certification

**Achievements**

Consistent Top performer – R&R Certification and Cash Prize received many times.

Process Knowledge Repository prepared in the last Organization (Phykon)

Training and Mentoring – Trained a number of around 100 agents to the process.

**Key Competencies and Skills**

My Competency Profile includes the following areas;

* Communication & Interpersonal Skills
* Team working & Team Handling Skills
* Training and Mentoring
* Administrative and Clerical skills
* Sales and Marketing
* Tech Savvy for networking system, various online applications and Virtual Interface related skills
* Good Learning skills

**Personal Details**

Date of Birth: 10-05-1982

Nationality: India

Marital Status: Married

Current Residence: Ajman, UAE