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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 & MarathiEmail – 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
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| * 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
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| Career Timeline   |
| Core Competencies

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| **Service Delivery Operations** | **Training & Development** |
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| **Team Management** | **NPS/CSI (Quality Management)** |
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| **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 AnalystFeb’ 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%

Certificationshttp://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 SkillsMotivator & CollaboratorHonest & TrustworthyLateral & Critical ThinkerDetail OrientedPlanner & Executor |