**Tabish**

Email: tabish.34009@2freemail.com

**Visa Status**-Visit.



**Objective:**

To pursue a professional career in a progressive organization that gives scope to update my knowledge and skill to be a part of a team that dynamically works towards growth of the organizations and derives carrier objective.

**Work Experiences:**

|  |  |  |
| --- | --- | --- |
| **Name of the Organisation** | **Designation** | **Time Period** |
| **PAYTM** | **Associate** | **16th May'16 to till date** |
| **Idea Cellular Limited** | **Executive SDQ** | **19th Jan’11 to Nov'15** |
| **ABSN Telecom** | **Idea Point Executive** | **1st Jan’10 to 18th Jan’11** |
| **Reliance Web World** | **Web World Executive** | **1st July’09 to 31st Dec’09** |

**Job Profiles:**

**PRESENT STATUS:-**

**Presently working at PAYTM payments bank as Associate since MAY’16 to Present.**

**WORK EXPERIENCE:-**

**PAYTM (Associate- 16th May'16 to till date)**

Currently I am working in Risk Operation team for Fraud Preventions of Entire PAN INDIA Merchants for PAYTM.

**WORKS IN RISK OPERATION TEAM:**

Validations of Merchant ID's and give the access to use the PAYTM Gateway or wallet for the business.

Monitoring Via **Sales force** whether merchants are involving in some fraud activities or not.

Increase the Risk Scores of Merchants if finds good for the business.

Increase the velocity Limits and per day transactions count for the merchant who gives the request as per the business.

Report to manger if finds any suspicions merchant and block the

merchant ID.

**Idea Cellular Limited (Executive SDQ- 19th Jan’11 to Nov'15)**

1. **ADMIN**

Interacted with the Sr. Officials of the Company i.e., C&MD, Other Directors, and making necessary administrative arrangement for them and their family during their stay in Patna.

Handled the administrative arrangement in respect of Company’s AGM, Board Meeting and other important meetings of the Company.

Involved in finalizing the Holiday Home/Transit Flat accommodation for Officers and Staff, Sub-staff and Workers of the Company.

Conducted the Annual Sports, Annual Function and Cultural Activities of the Company. Looked after the Security Management of offices situated in Bihar and Jharkhand.

Handled the Transportation Function and travel arrangement by Road Transport/Rail/Air for Officers/Employees of the Company.

Looked after the Canteen Management of both the works of the Company.

1. **Response & Resolution**

Handling Appellate desk for customer complaints.

Handling VENDORS(Tech Mahindra, Minacs and Aegis) regarding Closure of Complaints. Resolving complaints related to 3G

Troubleshooting customers on complaints related to data card

Integral team member for handling complaint management process for ISO Handling complaints related to New Activation process

Handling complaints through white mail and Fax.

Out calling activity to increase CSAT on Negative ICF and Repeat Complaints

1. **Documentation**

Responsible for Image Copying & Uploading.

Co-ordination with Document Processing Agency for images & CAF reports. Reconciliation of Image uploading from agency and sample checking

CAF tracking utility tracking on daily basis

Crystal entry tracking for agency manpower performance

Backup support for ISO processes Prepaid Doc Flow Scanning & Archival and Prepaid Activation Document Verification

Team Member of TERM Audit Process.

**AA MNP Handling Process**

Handling Port in and Port Out request at Idea Backend Managing transactions at NPG and MCH

Responsible for all MIS and corporate reporting for requests received for MNP

Implement and roll out of all new processes being launched and introduced for Customer Interface Management in respect to ISO.

**ABSN Telecom (Idea Point Executive-1st Jan’10 to 18th Jan’11)**

Day to day customer handling of complains

CAF handling and audit before handover to Idea CAF Agency Daily MIS updating

Coordination with Idea Zonal SD and Sales team

**Reliance Web World (Executive-1st July’09 to 31st Dec’09)**

Day to day customer handling of complains Activation of Prepaid and Postpaid plan

CAF handling and audit before handover to CAF Agency

CSAT MIS sharing with Reliance Service Team on daily basis

**ICICI BANK (Jan'2008 to Nov'2008)**

1) Sell Credit Card and **life insurance** policies to Customers**.**

2) To **work** with Customers and beneficiaries to process **insurance** claims promptly.

**Overall Achievements:**

Being process co-owner of a few critical processes which lead the Service Delivery team to be ISO certified.

Being part of Mobile Number Portability (MNP) Launch Being a crucial team member for TERM Audit Process

**Educational Qualifications:**

Diploma (Computer Application),Patna.

Graduate from Devghar vidyapith (B.A Hons),Jharkhand.

Higher Secondary (10+2) from D.P.C.S.S(Miller High School),Patna. Matriculation (10th) from D.P.C.S.S School(Miller High School),Patna**.**

**Personal Details:**

|  |  |  |
| --- | --- | --- |
| **Date of Birth** | **:** | 05th February 1988 |
|  |  |  |
| **Marital Status** | **:** | Married |
| **Sex** | **:** | Male |
| **Languages Known** | **:** | English and Hindi |
| **Nationality** | **:** | Indian |
|  |  |  |
|  |  |  |
|  |  |  |
| **Passport Issued From** | : | Patna |
| **Hobbies** | : | Listening to Music |