

Sajid



* Worked as a Team Leader for Quality division handling 3 different programmes.
* Efficiently managing a team of 25 - 9 QA’s & 16 Verifiers Customer Support & Sales for both USA & UK based clients.
* Managing staffing & scheduling of the QA’s & Verifiers.
* Coordinating with COPC related process Sales program.
* Handling client calls. WBR, MBR & QBR.
* Analysing the data & recommending solutions to the respective programmes.

**Personal Contact** : [sajid-397064@2freemail.com](mailto:sajid-397064@2freemail.com)

**Reference:** Mr. Anup P Bhatia, HR Consultant, Gulfjobseeker.com 0504753686

* Strategy planning for Sales & Service – Retail (Company Owned and Franchise stores)
* Rolling out of Stores for Aircel – 0 to 48 franchise stores
* Responsible for ROI both Aircel & Partners
* Introduction of Gauge R&R for In store Executives to ensure standardization of interactions
* Drive Cost Optimization on Infrastructure & People
* Building & maintaining local benchmark/Knowledge Base/Best Practices
* Drive Customer & Employee Satisfaction

Aug 2003

Dec 2008

**24/7 customer.com**

*Team Leader*

Jan 2009

Dec 2010

Nov 2018

Oct 2018

Present

Nov 2018

**Aircel Limited**

*Deputy Manager*

* Lead team and guide them on various opportunities internally and externally for Sales closure
* Train and Empower the team to take decisions
* P&L Management of the vertical
* Develop project timelines and ensure adherence of the project by co-ordination with different vendors and onsite teams
* Design consultation and finalization of designs with client
* Accounts management

**BIT Design Solutions Pvt. Ltd.**

*Sr. Manager (Business Head – Office Furniture & Turnkey)*

**Luxor Interio**

*Manager*

I am a Manager with 14 years of experience across various domains including Operational Quality, Customer Service, Operations, Retail management.

Am Deft in managing, leading & mentoring teams for running successful process operations & experience of developing procedures & standard operating procedures.

ABOUT ME

WORK

**BBA (Sales & Marketing)**

SKILLS

P & L

Audits

Customer Service

Sales/ BD

Retail Management

Team Management