**CURRICULAM VITAE**



**Nazmul**

**CAREER OBJECTIVES**

To be associated with an organization that provides me with a challenging work Environment, promotes openness, values teamwork, rewards merit, integrity and where I have ample opportunities to grow and develop a deep understanding of Information Technology, bringing benefit to the organization through the application.

**EMPLOYMENT SUMMARY**

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|  |  | **Head Office. Jebel Ali, Dubai, UAE** | | **November 2018 – Till Date** |
|  | **Job Role: Sales Coordinator.** | | |  |
|  | **Job Responsibilities:-** | | |  |
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* Liaising between various internal departments in the company, working closely with sales, logistics, product, Marketing and Account Team to ensure smooth transaction.
* Working on the Dashboards and Power Point.
* Preparing various daily reports in excel. (Stock Report, Stock Monitoring Report, GP Report, Outstanding Receivables Report etc.)
* Preparing monthly sales report of the customer.
* Providing quotations to the customer, order forms with stock availability and raising Proforma Sales Invoice.
* Responsible for processing Sales enquiries, Quotations and orders.
* Maintaining customer relationship and handling all correspondence with customers.

**DHL Logistics Pvt. Ltd.** **January 2013 – November 2018**

**Job Role: Sr. Process Associate (EMEA Reporting).**

**Job Responsibilities:-**

* Preparing various reports in Excel.
* Working on the Dashboards and Power Point.
* Coordinating with the clients via mail or con-call whenever required.
* Creating SOP’s for the new reports as well as updating SOP’s of existing reports in MS-Word for delivering error free report to the clients.
* Data Extraction tool from PDF to excel in the desired format as well from various sites.
* Working on the Ad-Hoc whenever required.
* Providing help to other teams in their work for cross utilization.
* Do Audit and Quality checks to maintain accuracy of the work.
* Providing weekly status report of team to the Team Leader, Manager and internal client.
* Updating Performance Dialogue board and explaining the same to the team members as well noting down their suggestions and queries for the next week PD discussion.
* Manipulating, cleansing & processing data using Excel.
* Monitoring the automated loading processes.
* Supplying qualitative and quantitative data to colleagues & clients.
* Using various excel function like Clean, From Text, Data validation, Text to columns, Consolidate, Freeze and many more while working on the Daily, Weekly, Monthly and fortnightly reports.
* Uploading various reports on site provided by client.
* Providing satisfactory explanation to the client, if client approach on any point.
* Always try to give 100% in teamwork.
* Handling team members work in their absence to maintain work flow.

**Job Role: Process Associate (Finland Reporting).**

**Job Responsibilities:-**

* Preparing various reports in excel.
* Analyzing raw data, drawing conclusions & developing recommendations.
* Creating, cleaning and maintaining reports in Excel that allows the company to get information on daily business activities.
* Coordinating with the clients via mail or con-call whenever required.
* Coordinating with the countries Ports and airlines if any information is missing related to the Missing timestamps, Effective date, origin/Destination, Delay reasons.
* Creating SOP’s for new and existing reports in MS-Word.
* Using macro to extract vast data from the internal applications like Dhli and Logis.
* Do Audit and Quality checks to maintain accuracy of the work.
* Advising on the suitability of methodologies and suggesting improvements.
* In case if client visit is scheduled, then preparing list of questions and suggestions related to the process improvement for discussion with the client.
* Providing help to the team mates in their work whenever required.
* Providing training to the new members introduced in the team.
* Announcing all the new updates received from the client or managers in the absence of any of the team mate and help to clear their doubts, if not able to clarify, then noting down the same and sharing with the responsible person and chasing until get the resolution.
* Sending status report of the team mentioning work done by all teammates for Updates Count, Reports Count, Error Counts if any , & any new changes introduced in process from clients, on weekly basis to the manager and client.
* Participating in the con-call of every week with the main client for the discussion on amendment took place in the process, work done, work pending with reasons, queries listed if any for that particular week. As well noting down the new methodology details which are in pipeline or will take place in coming week.
* Participate in the discussion with the team members on issues facing in the team and helping them to take the same to the higher authorities.

**Spanco BPO Pvt. Ltd** **Feb 2009 to Dec 2012.**

**Job Role: Senior Quality Analyst (Reliance Process CDMA & GSM)**

Tenure: Dec, 2010 – Till Dec, 2012.

**Job Responsibilities:-**

* Provided leadership to the team of QA and responsible for improving client service levels and operating efficiencies.
* Responsible for Quality monitoring of inbound as well as outbound calls made by the associates.
* Participate in calls with the client to understand expectations & provide feedback.
* Sharing reports with Clients.
* Analyzing the quality data and discussing the actions plans with the supervisors as well as clients.
* Managing call calibrations and discuss the process performance with clients on weekly basis.
* Taking leadership in handling escalations & complex issues to find out Root Cause Analysis & fix the same.
* Visit client sites as and when required in order to streamline the processes.
* Managing work with proper quality analysis and highlighting problem areas in the process.
* Giving constructive feedback to the agents and improving their performance by suggesting necessary action plans.
* Achieved quality targets and met tuff deadlines.
* Giving suggestions and ideas on making the quality of the calls better and coaching the associates on the areas of improvement.
* As a senior quality analyst, continuously working to improve the quality of the team and make it consistent.
* Responsible for the performance improvement of the quality analysts in the team and mentoring them to improve process health.
* Preparing Weekly and Monthly Dashboard for the process.
* Preparing Monthly & Weekly Error analysis, Prepare review PPT.
* Floor Sweep Report & CSAT Analysis.

**Job Role: Quality STA (Reliance Process CDMA & GSM)**

Tenure: April, 2010 – Nov, 2010

**Job Responsibilities:-**

* Responsible for improving client service levels and operating efficiencies.
* Daily call Evaluation of agents & provide constructive feedback
* Daily call listening activity with the agents
* Daily Briefing & de-briefing for agents & Dipstick on new updates.
* Analyzing the quality data and discussing the actions plans with the supervisors as well as clients.
* Managing call calibrations and discuss the process performance with clients on weekly basis.
* Highlight problem areas in the process.
* Giving constructive feedback to the agents and improving their performance by suggesting necessary action plans.
* Floor Sweep Report & CSAT Analysis.

**Job Role: Senior. Customer Service Associate (P&G Desk)**

Tenure: Feb, 2009 – Mar, 2010.

**Job Responsibilities:-**

* Attending calls for the Platinum & Gold customers and answering their account and billing related enquiries.
* Conduct Daily Post Shift Briefings of my team to discuss new updates & Quality Scores.
* Supporting team leader for day to day MIS.
* Worked in an “Agent Improvement Program” as a Team Coach in front office.
* Providing training to the new associates on product and process.
* Consistently provided excellent customer service that resulted in positive customer feedback and recognition at quarterly town hall meetings.
* Consistently achieved individual targets.
* Creating and maintaining quality trackers.
* Responsible for identifying the problem areas, and process by critically analyzing reports.

**Reliance Communications Pvt. Ltd** **April 2007 – Jan, 2008.**

**Job Role: Senior. Customer Service Associate (P&G Desk)**

**Job Responsibilities:-**

* Attending calls for the domestic customers and answering their account and billing related enquiries.
* Supporting team leader for day to day MIS.
* Worked in an “Agent Improvement Program” as a Team Coach in front office.
* Providing training to the new associates on product and process.
* Consistently provided excellent customer service that resulted in positive customer feedback and recognition at quarterly town hall meetings.
* Consistently achieved individual targets.
* Creating and maintaining quality trackers.
* Responsible for identifying the problem areas, and process by critically analyzing reports.

**EDUCATION SUMMARY**

* F.Y. B.com with Banking & Insurance from Model College in 2007.
* H.S.C from Maharashtra Board in 2006.
* S.S.C from Maharashtra Board in 2004.

**ADDITIONAL COURSE**

* Completed IRDA Course through Life Insurance Corporation of India.

**KEY SKILLS**

* MS – Office (2003, 2007 & 2010).

**MS – Word, Advanced Excel, MS – PowerPoint & MS Outlook, Basic VBA & Macros.**

* Typing speed 30 wpm (English)

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|  |  |  | **PERSONAL DETAILS** |
|  | Date of birth | : | 2nd October 1987. |
|  | Gender | : | Male. |
|  | Marital status | : | Unmarried |
|  | Nationality | : | Indian |
|  | Languages known | : | English, Hindi & Marathi. |
|  | Hobbies | : | Traveling & listening music. |
| Email: [nazmul-398266@gulfjobseeker.com](mailto:nazmul-398266@gulfjobseeker.com)  I am available for an interview online through this Zoom Link <https://zoom.us/j/4532401292?pwd=SUlYVEdSeEpGaWN6ZndUaGEzK0FjUT09>  **Date** | : |  |  |
| **Place** | : |  |  |

**Nazmul**