Mohammed Abdur Rahman

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Professional Summary

Results-driven **Trainer and Quality Analyst** with **5+ years of experience** in customer service operations, quality assurance, and training delivery. Proven expertise in **team leadership, KPI improvement, process optimization, and customer satisfaction enhancement**. Adept at conducting audits, delivering training programs, and driving performance excellence in dynamic environments.

Core Competencies

- Training & Development
- Quality Assurance & Auditing
- Customer Experience Management
- Process Improvement & Optimization
- KPI & SLA Monitoring
- Team Leadership & Coaching
- Performance Analysis & Reporting
- Client Relationship Management

Professional Experience

Trainer & Quality Analyst
HRH Next Services, Hyderabad | **April 2023 – November 2024**

- Designed and delivered **training programs** on product knowledge, tools, and client-specific processes (Swiggy, Meesho).
- Conducted **quality audits** on customer interactions, providing actionable feedback to improve service standards.
- Led **calibration sessions** with QA teams to align on evaluation criteria and drive performance improvements.
- **Acted as Supervisor** in their absence, ensuring seamless team operations.
- **Awarded Emerging Leader (2024)** twice for exceptional contributions.

Trainer – Email & Chat (Swiggy Process)
HRH Next Services, Hyderabad | **October 2022 – April 2023**

- Achieved **key client KPIs** by mentoring teams and analyzing performance metrics.

- Reduced **repeat contacts** and improved **EQ/IQ scores** through targeted coaching.

- Leveraged **MIS reports** and customer insights to deliver data-driven feedback.

- Recognized as **3rd Best Trainer (2023)** for outstanding performance.

Quality Analyst – Swiggy Email & Chat
HRH Next Services, Hyderabad | **March 2022 – October 2022**

- Monitored and ensured **quality delivery** across 4 support queues (Support, Email, IGCC, Portal).

- Identified **root causes of customer churn** and implemented corrective actions.

- Maintained **100% call allocation and closure hygiene**.

- Escalated unresolved issues and introduced **quality enhancement strategies**.

Customer Service Representative (CSR)
HRH Next Services, Hyderabad | **July 2021 – March 2022 | December 2018 – November 2019**

- Resolved customer inquiries efficiently via multiple channels.

- Maintained high **customer satisfaction** through prompt issue resolution.

Telecaller – Real Estate
AVM Ventures, Hyderabad | **November 2020 – June 2021**

- Generated leads and scheduled property visits through **outbound calls**.

- Built strong client relationships to drive business growth.

Key Achievements & Initiatives

- **IDP Program**: Launched an internal development program to mentor underperforming agents.

- **Quality Hygiene Audits**: Implemented audits to track DSAT, FTNR, spillage, and leakage.

- **Live Attendance Tracker**: Developed a real-time system to enhance productivity monitoring.

Education

Diploma in Electronics & Communications
Quli Qutub Shah Government Polytechnic, Hyderabad

Secondary School Certificate (SSC)
St. Hills High School, Hyderabad

Technical Skills

- **Tools**: Avaya CMS, Genesys, Freshdesk, Ameyo

- **Software**: MS Office (Word, Excel, PowerPoint)

- **Platforms**: Windows OS, Internet Applications

Additional Details

- **Languages**: English (Fluent), Hindi (Native), Telugu (Fluent)

- **Awards**: Emerging Leader (2024), 3rd Best Trainer (2023)

- **Interests**: Music, Online Gaming