

Faisal Moin

Mobile : +971 58 112 3651 Email : [faisal.moin@hotmail.com](mailto:faisal.moin@hotmail.com)

[linkedin.com/in/faisal-moin-51524a148](https://www.linkedin.com/in/faisal-moin-51524a148)

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| **CAREER GOAL** | To work, prove and grow in a challenging environment and to achieve management vision and goals in planned and stipulated time frame. Ready to relocate to other parts of the country and abroad as I want to gain broader varied experience in this fast developing world. I am willing to take challenges, very open to training in new field and eager to learn and execute. | |
| **WORK EXPERIENCE**  Aug ‘21 – Jul ‘23 | **IDP Education Exam Services P ltd.**  **Manager Operations**   * Handling a team of Academic Counselors. * Working as a mentor for team members, imparting training and supervising them. * Monitoring the process as per quality parameters and ensuring maintenance of quality and exercising quality control over the functions of the team. * Record all errors and provide feedback to processor. * Meeting the monthly quality target of 98% or more every month. | |
| **WORK EXPERIENCE**  June ‘13 – July ‘21 | **British Council**  **Manager Operations/Administration.**   * Manage day-to-day aspects related to the delivery of exams on an on-going basis to ensure compliance with security and exam body standards as well as high levels of customer service to ensure business success. * Identify any associated risks to achieving business growth targets. * Deal with complex operational delivery issues with appropriate management decision support and guidance. * Support individual team members with day-to-day operational issues including effective human resource allocation across various teams. * Venue setup and maintaining the facility as per the required standard. * Travel and logistic management for internal/external stakeholders. Coordination with the vendors for Hotel and Venue booking. * When and where required to ensure necessary operational data is provided to the Head of Operations within time frames. * To ensure the adherence of operations to the Compliance standards by constant reviews, audits and data management. * Work effectively and collaboratively with the customer service teams to ensure collection and action on objective customer feedback and using this to make improvements to operational delivery models. | |
| **Achievements** | During my 8 years tenure, I was given 4 projects, and all was completed successfully.   * Conducted CFA exam for 5K candidates. * Executed VCS PAN India. * OSM introduced and successfully Implemented PAN India. * Implementation of Speak Ready, PAN India. | |
| **WORK EXPERIENCE**  Oct ‘11 – March’13 | **Marks & Spencer**  **Assistant Store Manager Operations**   * Responsible for delegation of work and coordination within the team to facilitate smooth processing of daily operations. * Working as a mentor for team members, imparting training and supervising them. * Maintaining stock and ensure accuracy through count and communication with line manager. * Provided coaching and feedback to the team and motivate them to be passionate about the product and work. * Responsible for overall escalations and handle customer refunds and queries effectively via emails or phone. * Provide courteous and efficient service to the customer. | |
| **WORK EXPERIENCE**  *July ‘08 –July’11* | **Patni Computers System Pvt. Ltd.**  **Senior Executive for US based leading Health Insurance company**.   * Taking escalation calls for US based Insurance company responsibilities includes but not limited to: Providing information regarding each type of claim. * Responsible for delegation of work and coordination within the team to facilitate smooth processing of daily operations. * Working as a mentor for team members, imparting training and supervising them. * Monitoring the process as per quality parameters and ensuring maintenance of quality and exercising quality control over the functions of the team. * Record all errors and provide feedback to processor. * Error sharing on the floor on a weekly basis. | |
| **Achievements** | * Presented Dream Team award in 2010 for completing a project on validating and updating the data of customers, through outbound calling. | |
| **WORK EXPERIENCE**  *Dec ‘06 –Apr ‘08* | **Convergys India Services Pvt. Ltd.**  ***Customer Care Officer, for Orange one of the leading Service providers in UK.***   * Taking calls for UK service provider Orange. Job responsibilities Including, providing the new mobile numbers to customers, linking the Debit and Credit card, top up the customers mobile phone, changing the tariff, giving the information about the new product and services launched by the company and routing the calls to concern department according to customers contract and as indicated by the company. * Meeting the daily deadline of 8 hours calling per day with strict adherence to the standard. * Meeting the monthly quality target of 98% or more every month. | |
| **WORK EXPERIENCE**  *Mar ‘04 –Oct’06* | **IBM Daksh Business Process Services Pvt. Ltd.**  ***Specialist Customer Support, Business Financial & Insurance Services Business Unit,***   * Adjudicate claims for US Insurance Company ATENA. Job responsibilities include retrieving claims from the RAMBA system, comparing the pricing, determining the validity, and the type of insurance rendered with the contract signed by the customer, and as indicated by the insurance company. * Ascertaining the value of the claims and forwarding the proposals to ATENA for preparation of the cheques. * Calling on the concerned doctors for clarification (if any) with respect to the claims brought forward. * Meeting the daily deadline of 85 claims per day (circa INR 10,000/- per day) with strict adherence to the standards. | |
| **COMPUTER SKILLS** | Diploma: Delhi University, New Delhi, India, Aug ’02, Computers: MS, Office Family | |
| **EDUCATION** | **Delhi University**, New Delhi, India, **Bachelor of Arts (Honors)**, Political Sciences ’04 | |
| **OTHER SKILLS** | * Self starter capable of grasping on to new concepts and ideas and implementing them. * Excellent oral and written communication skills. * Creative problem solving. * Interpersonal, Listening, Organizational skills. * Ability to grasp and retain large volumes of information. * Ability to work on multiple projects simultaneously, managing time and resources for maximum productivity. | |
| **PERSONAL**  **INFORMATION** | * Married with three children. * DOB – 06-11-1977 * Address – 8821 Naya Mohalla, Pul Bangash Azad Market Delhi. * Well versed in English, Hindi, and Urdu |

**REFERENCES** Made available on request.