|  |  |
| --- | --- |
|  | **Resume** |
|  | Mohammad Moin |

|  |
| --- |
|  |
|  |

**I am submitting the enclosed resume for deliberation of the post of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.**

**My background has given me the hands on experience in all facets of Front Office and Back office Operation that would contribute to your organization’s goal and objectives.**

**You will see after reviewing the enclosed resume, I have made numerous of my present employer that has benefited the bottom line. These accomplishments are derived from my exceptional interpersonal and communication skills, Strong attention to details and unparalleled work ethic. My reputation precedes me for listing and analyzing employee’s idea and thoughts on creating delight and productive working environment.**

**I am enthusiastic about exploring the opportunities in the field of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.**

**Thanks for the consideration.**

**Regards,**

**Mohammad Moin**

CURRICULUM VITAE

Mohammad Moin

**Tele:** +91 9898744508 **EMAIL** :- moin.chakchaktawala@gmail.com

**Seeking assignments in Operations/ Client servicing with an organization of repute in the Service sector**

 ***CAREER OBJECTIVE:***

**Seeking exigent position in well-diversified organization. Endeavoring to make a mark in the corporate world by possessing both the attitude as well as aptitude for the work, instilling new ideas to achieve better results**

**Synopsis**

* More than 15 years’ experience in Telecom & Banking industry at various position.
* Well versed in handling operations with proven ability of achieving Service Delivery/Process Targets.
* Proficient at maintaining cordial relationship with client’s & customers, ensuring quality and service norms thereby achieving customer satisfaction and business retention.
* Handling assorted profiles at a time.
* Expertise in handling Document management system ,Record Keeping, Inventory Control, Indexing.
* Manage process profit and loss, driving efficiency and profitability.
* Drive new business growth through effective process management and strategic initiatives.
* Utilize MS Excel for comprehensive data management and analysis.
* Create compelling PowerPoint presentations for internal and external stakeholders.
* Proficient with warehouse procedures.

***DETAILED WORK EXPERIENCE***

**Name of the Company: Airan Limited**

**Designation*: Assistant General Manager(AGM)***

**Duration: Dec 14 To till date**

**Job Profile**

* Lead and manage field and backend operations for diverse activities, including field investigations for major banks such as ICICI Bank, HDFC Bank, Kotak Mahindra Bank, Bharti Airtel and others clients.
* Oversee PAN India field operations for Amazon PAY KYC, ensuring seamless onboarding of new customers and completion of KYC through backend validation and in-person digital KYC.
* Manage process profit and loss, driving efficiency and profitability.
* Review activity reports to ensure that personnel have achieved 100% Billing and KPI.
* Confer with company officials to plan and develop methods and procedures to increase productivity by efficient resource management to obtain high-quality consequence.
* Drive new business growth through effective process management and strategic initiatives.
* Utilize MS Excel for comprehensive data management and analysis.

**Name of the Company: SFS Business solution PVT Ltd.**

**Designation*: Product Manager***

**Duration: Dec 12- to Dec 14**

**Job Profile**

* Responsible for TTSL (Docomo & Indicom), MTS, T24 (Future Group) & VIRGIN Mobiles Backend Operations (Documentation & Warehouse Management).
* Responsible for complete End to End DMS process.
* Handling 28 spoke locations and 1 Hub locations for operations in Gujarat.
* Handling TERM and responsible for CAFs Retrieval from Ware house.
* Auditing and making the quality check of the Documents as per the TRAI before handling the documents to TTSL Team & MTS Team.
* Handling the Pickup Agency and Distributors query for pick up for entire Gujarat.
* Review activity reports to ensure that personnel have achieved 100% Billing and KPI.
* Confer with company officials to plan and develop methods and procedures to increase productivity by efficient resource management to obtain high-quality consequence.

**Name of the Company: Karvy Data Management Services LTD.**

**Designation*: Asst. Manager.***

**Duration: Feb 11- to Dec 12**

**Job Profile**

* Responsible for TTSL (Docomo & Indicom), T24 (Future Group) & VIRGIN Mobiles Backend Operations (Documentation & Warehouse Management).
* Responsible for complete End to End DMS process.
* Handling 7 spoke locations and 1 Hub locations for operations in Gujarat.
* Handling TERM and responsible for CAFs Retrieval from Ware house.
* Auditing and making the quality check of the Documents as per the TRAI before handling the documents to TTSL Team.
* Handling the Pickup Agency and Distributors query for pick up for entire Gujarat.
* Review activity reports to ensure that personnel have achieved 100% Billing and KPI.
* Confer with company officials to plan and develop methods and procedures to increase productivity by efficient resource management to obtain high-quality consequence.
* Interpret, implement, and enforce company policies.

**Name of the Company: Jay Atma informatics Ltd.**

**Designation*: Asst. Manager.***

**Duration: July 10- Feb 11**

**Job Profile**

* Responsible for Videocon & Airtel Backend Operations (Documentation).
* Training & Audits at Respective SPOKE Locations at regular intervals to find out gaps in the Process & Streamlining the Process.
* Accountable for Daily Dashboards & MIS Reports across Zone
* Coordination & Maintain relationship with clients & Associates in case of Queries & Disputes between Jayatma & (Videocon & Airtel )
* Direct and coordinate activities of branch office.
* Review activity reports to ensure that personnel have achieved 100% Billing and KPI.
* Confer with company officials to plan and develop methods and procedures to increase productivity by efficient resource management to obtain high-quality consequence.
* Interpret, implement, and enforce company policies.
* Prepare and submit activity reports.
* Handling warehouse Indexing team.

**Name of the Company: Karvy Data Management Services Ltd.**

**Designation*: Supervisor***

**Duration: Aug 09- Jun 10**

**Job Profile**

* Handling team of the 80 agents & 2 Team Leaders and also maintaining agent’s recital in terms of Productivity & Quality.
* Ensuring 0% pendency of the OE and ensuring the SLA are meeting.
* Taking care of Ahmadabad Spoke for Order Entry and doing random Audit of Customer Application Forms to ensure Quality KPI are met for the HUB.
* Preparing the roster for HUB.
* Coordinating with the Training and Quality team for reducing the process error.
* Also take care or of CAF’S pickup of entire Gujarat.
* Updating of CAF’s Pickup MIS and also handling the query of entire Gujarat.
* Responsible of mapping the data of Scanning pendency
* Handling warehouse Indexing team.

**Name of the Company*: Shell Transource Pvt. Ltd.***

**Designation*:* Sr.Team Leader**

**Duration: Jan’08 – Aug 2009**

**Job Profile:** Handling team of the 24 agents & 2 supervisors and also maintaining agent’s recital in terms of Productivity & Quality. Acting as a liaison between the Service Partners and Client in scanning Process & Quality. Responsible for Monthly Business Reviews of Scanning with the clients. Generating the Scanning reports. Taking refresher training on the basis of the error analysis. Visiting the spoke and the circle offices. Coordinating with the operations & quality team for maintaining quality & meeting the clients SLA. Making the roster as per the shifts to meet the access load of the scanning. Training agents for increasing the productivity with the Quality. Handling Warehouse Indexing process for CAF management.

**Name of the Company:Shell Transource Pvt. Ltd.**

**Designation*:* In charge of VTM (Warehouse Management).**

**Duration: Jan’08 – Aug 2009**

**Job Profile:** Handling team of the 5 agents & 1 supervisor and also maintaining agent’s recital in terms of Productivity & Quality. Meeting the target of retrieval of the VTM. Auditing and making the quality check of the Documents as per the TRAI before handling the documents to VTM Team.

**Name of the Company: Aegis BPO Ltd.**

**Designation*:* SME**

**Duration: Nov’06 – Dec’07**

**Job Profile:** worked for Tata Indicom handling the irate customer and the valued customer. Managing customer service operations for rendering and achieving quality service. Also taking care of the all escalation related to the services. And maintaining the floor decorum. Proficient at maintaining cordial relationship with customers.

Completed the various projects for the betterment & Smoother functionality of the process. Auditing the call and ensuring the quality targets are meeting and are above the target. Completed the Yellow Belt project in Repeat Call.

**Name of the Company: I-Call India Ltd.**

**Designation*:* Repeat Agent**

**Duration: Mar’06 – Oct’06**

**Job Profile:** worked for Idea customer care service as an agent taking calls for prepaid customers and ensuring quality and service norms thereby achieving customer satisfaction. Providing value added customer service by attending customer queries and issues. Acting as an Asst. Supervisor and taking all escalation related to the services.

**Project Details**

* Yellow Belt in Repeat Call (Reducing the call of customer for an particular issue & Increasing the Customer Satisfaction.)
* Script Project (We made a script of the top issues to get the customer satisfaction. And I was auditing the calls of agents to ensure that the provided tool is been used effectively.)
* CRBT Project (Auditing the calls and checking that the correct information is provided to customer)

**Education**

* B.A. from Allahabad Vidhyapith
* Bpp from IGNOU.

**Professional Qualification**

* Member of the Yellow Belt in Six Sigma Project in Repeat calls.
* Member of the Green Belt Six Sigma project in Scanning
* Having done Basic Course of Ms- Office, Internet.

**Achievements**

* Best TL for the Month twice in Shell Transource.
* Completed the YB Project (Six Sigma) in Repeat call.
* Best Quality agent for the month I-Call Ind. Ltd.
* Best Quality Agent thrice in Aegis BPO.

**Personal Details**

Permanent Address : - **2636**/A TAJPUR NEWMASJID

 OPP VASIWALA FACTORY JAMALPUR

 AHMEDABAD- 380001

**NAME : -** Mohammad Moin.

**DATE OF BIRTH : -** 30th Jan 1983

**PLACE OF BIRTH : -** Ahmedabad

**Language Competency : -** Read, write & speak ~ English, Guajarati, and Hindi.

**Hobbies**

* Cricket, Music, Making friends, Internet browsing

 Mohammad Moin