

CURRICULUM VITAE

MUJASSAM MUNAF MARUF

Room no 301,
Achole road
Nallasopara (East)
Mumbai 420120

MOBILE NO: +91- 8861963244

Email: mujassammaruf1@gmail.com

(Maharashtra, India)

Summary:

Looking for a profile in which I can pour my intelligence, dedication and determination. Aiming to acquire good position in an organization renowned for professionalism, where I can make significant contribution to organization using the knowledge and skills I have acquired from my education and knowledge, ensuring simultaneous self-growth.

Career Objective:

It's my desire to work with a company, which can help me grow professionally, as well as on the personal front along the growth of the company. I wish to work in a competitive environment that gives me new challenges to overcome and new frontiers to explore.

My primary objective is to be a hardworking economic asset to an esteemed organization and sincerely strive for continuous up-gradation of knowledge and self talent.

CAREER SUMMARY: RISK MANAGEMENT /STRATEGY MANAGEMENT

- 4+ years business career with Rich Customer Relation Officer. Qualified professional with 3 years of experience in managing Rich Customer Relation Officer across different vertical (Airtel Axis Credit Cards, Postpaid, Broadband , DTH , Airtel Payments Bank, Airtel CCTV Camera, R123 Reward). A strategic thinker able to manage large work force across diverse portfolios, Quality Management Processes, Data Privacy, Financial management of the function, management of provision accounts, management of overheads.
- A visionary executive and thought leader, with great communication skills, analytical ability and decision-making powers, pertaining to distinctive business scenarios. A resourceful manager, recognized for building, retaining, motivating, and guiding high performing teams to deliver organizational objectives. Forward thinking partner with a passion for business operations excellence and bottom line growth.

- Open, honest, and respected manager who leads by example through effective motivation and training to achieve excellent results.

Work Experience:

1. BHARTI AIRTEL PVT LTD.

Department : **Retail / B2C / B2B – (SIC)**

Designation : **SIC**

Duration : **From November 2014 To March 2021 .**

JOB PROFILE:

- Managing BELGAUM Outlet– for Customer Relationship officer CRO
- Managing Belgaum Outlet + In house Team as well for delivering target as per the management require.
- Visitation On High Value Customers as Per requirement and Cracking the case as per customer requirements.
- To Prevent any probable escalation and highlight sensitive accounts to Regional head to prevent the same.
- Ensure trails updates are recorded to Beat Trainer .
- Ensure that calls are made on the portfolio through recorded lines . Call recordings have to be validated and updated in the visit report submitted to the MRECO has to be tracked, monitored and improved consistently over the Baseline targets published on an ongoing basis
- Ensure the work flow is planned and all the necessary interventions are actioned to achieve the Baseline in order to improve Customer Efficiency.
- Coordinating and liaising with legal team to ensure legal action is taken as per the laid down norms.
- Take corrective measures with cross functional stakeholders (Airtel Axis Credit Cards, Postpaid, Broadband , DTH , Airtel Payments Bank, Airtel CCTV Camera, R123 Reward) against internal process gaps if any impacting Performance. Reconcile, identify and tag disputed items within assigned product. Track and ensure timely clearing of these disputed items. Timely sharing of failure / flow code analysis with stakeholder at month end.

- Handling walk-in customer's queries with satisfactory resolution

Process Management

- Airtel Axis Credit Cards, Postpaid, Broadband , DTH , Airtel Payments Bank, Airtel CCTV Camera, R123 Reward process to be adhered to in totality in Unit performance.
- Cash deposit process including monitoring TAT taken by Customer to deposit money collected.
- Receipt Management — including receipt recon, sighting of unused receipts, completion of lost receipt formalities.
- Settlement process involving issue of settlement letters to be in line with approvals received
- Manage escalations and ensure resolution of all cases.
- CRM Closures with correct resolutions within TAT. Legal Cases / Ombudsman's Complaint.
- Trails Management: Customer remarks capturing & quality of remarks with overall coverage of 75% in 1- 5 days and 100% coverage in 1-10 days.
- Audit reports review and correction actions/feedbacks.

2. BHARTI AIRTEL LIMITED .

Department : **Sales trainer**

Designation : Beat trainer

Duration : **From December 2023 To Till Date .**

JOB RESPONSIBILITIES:

- how you carry yourself overall including every element of your personality from nails, teeth, skin, body language, hair care and managing your diet.
- Fitness Certified Personal Accredited Certification
- A potential sales training structure

Intro to company. Go over the company's values, culture, team, view on the world, etc.

Broader industry. ...

Position and market. ...

Introduction to the product. ...

Sales concepts. ...

Sales calls and demos. ...

Sales process. ...etc

Achievements:

- **Appreciation Certificate and Star Performer Award from Mumbai CEO Of Airtel.**

Education Qualification:

- MCSE Microsoft certified system engineer institute of E-sys tachnology belgaum in year 2012.
- HSC from Mumbai Board in year 2010.
- SSC from Mumbai Board in year 2008.

Technical Credential:

- Operating System:- Basic Computer Knowledge, MS word, MS Excel

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Personal Profile:

Date of Birth : 04th July 1990

Language Known : Read (English, Hindi,& kannada.
Write (English, Hindi, kannada)
Speak English, Hindi, Kannada

Marital status : married.

Date: 21/09/2024

Place: belgaum

(Mr. MUJASSAM MUNAF MARUF)