|  |  |  |
| --- | --- | --- |
| Core Competencies***Client Relationship Management******Time Management/Planning & Organisation******Team Management & Leadership******Problem Solving & Decision Making******Coaching and Mentoring***Academic Details* **B.Com**, Mumbai University in 2016

Certification/Diploma* Diploma in Aviation, Hospitality and Travel Management from Frankfinn Institute in 2008

IT Skills* Software Packages such as MS- Office, (Word, Excel & PowerPoint)

Personal Details**Date of Birth:** 6th September 1987 (30 years)**Languages Known:**English, Hindi andMarathi**Address:**Jai Shiv Samarth, Sakharam Complex, Dombivili West**Nationality** : Indian**Marital Status :** SingleAvailability – Notice periodImmediate |  |  **Azim Shaikh****🖂***azimrshaikh87@gmail.com**✆91 7718911356****SENIOR PROFESSIONAL –OPERATIONS MANAGEMENT/CUSTOMER SERVICE****High integrity & energetic Individual with proven skills in Operations Managementto deliver quality services to clients / customers*Profile Summary* A **Proficient Manager** with nearly 7plus years of experience & a flair for **adapting quickly to business environments** and adopting pragmatic approach in **managing operations** and **resolving complex business issues**
* Focus on **maximising customer satisfaction** by building and maintaining healthy business relations with major clients, working within the parameters of performance and following all norms of delivery and quality
* Effectively Meeting and exceeding each customer’s expectations by on time delivery of products and providing efficient and high quality services and **optimum utilisation of resources based**on customer needs; Monitoring of **customer complaints and grievances** to offer prompt resolution for the same, in order to facilitate customer retention
* Proficiency **Sales and Operations Management**; gained **proficiency in obtaining excellent customer service and client relationship management** and **providing acceptable level of support** to Clients/Merchants.

Work Experience**Nov’18 to Jan’21 with Dr. Rai’s Health Care as Asst.Mgr Customer Support.**Highlights:* Checking daily occupancy list and updating to the Manager.
* Maitaining all feedback with all requirements and forwarding to manager.
* Speaking to relatives regarding funds and pending balance if any.
* Responsible for managing the reputation of the clinic at times of crises.
* Representing the company in conference and press launch.
* Handling calls of sernior officials.
* Giving new ideas to promote the clinic services.

**September’14 to Oct’18 with Dr.Batra’s Homeopathic Clinic in FZ-LLC Dubai as Center Manger – Operations****Highlights:*** Led and managed the Day to Day Clinical Operations. Making a note of the footfall and average billing at the clinic in order to understand the deficit and accordingly work towards filling up the gap
* Resolved product or service related problems. Explanation and clarification offered to patients for various complaints, after determining the cause of the problem and analysis of the best solution, expediting on corrections/adjustments required. Following up to confirm resolution of the problem.
* Standardized organizational administration and process to enhance process efficiency.
* Maintained the financial accounts of the patient base and processing of any adjustments post approval from doctors.
* Recommended potential products or services to the management by analysing the needs of patients after obtaining their case history.
* Training and performance check on a weekly basis for agents. Participation in training and team building exercises developed by the management. Offer support as a Customer Experience Manager by training new and existing customer service staff.
* Coordinating with various insurance companies to check about homeopathy coverage on their cards and the various billing formalities and medical documents required for bill approval in order to facilitate easy reimbursement to patients.
* Acted as a principal executive ‘point of contact’ for the company to ensure appropriate business strategies are in place and are acted upon according to priorities. Performed duties and functions related to front desk in the absence of the receptionist
* Managing the overall operations for sales and customer service entailing:
* Offer support incase of any escalations with regards to the products displayed on the company website (e-commerce).Offer assistance to customer enquiries in relation to tracking of orders and provide information about benefits and usage of products
* Coordinated with various insurance companies to enquire about homeopathy coverage on respectiive cards and the various billing formalities and medical documents required for bill approval in order to facilitate easy reimbursement to patients.
* Pre-preparation for customer enquiries by detailed and extensive study of various products, services and processes in relation to the system. Assisted customers adjust any information regarding their orders and accounts. Entering/documenting enquiries and responses in customers’ accounts. Upgraded the quality of service by recommending improved processes; identifying new product and service applications
* Understand the utilisation of reporting and take key measures to identify opportunities that can serve as a value add to the services and recommending the same to the team. Acting as a Liaison between merchant and internal departments.
 |

**June'11 toSeptember'14 with Dr.Batra’s Aesthetic Solution as Team Leader**

**Highlights:**

* Successfully performed the role of a center head and act as a positive role model to the team at all times.
* Assist the Sales & Operations Manager in daily operations of the medical institute.
* Managed daily attendance of the team members. Managed Escalations related to non-satifactory during the course. Trained new team members on the new launch. Prepared various sales and other reports for management review
* Led the shift and ensure that the Team Members provides required support to follow individual’s care and daily support plans.
* Motivated associates through effective management, career development & implementation of reporting mechanism
* Ensure all personal care tasks are carried out following the care plan and are in line with the needs, wishes and preferences of the individual.
* Maintained strong relationship with doctors and commercialize business opportunities.
* Explaining medical students and doctors about the importance of the course and benefits after the completion of course.
* Conducting trainings for medical students as per the requirement.

**June'10 to June'11 with Fortune Select Exotica- India as Guest Service Coordinator**

**Highlights:**

* Acted as a Guest Service Coordinator and greeted guests/ visitors and provided them with necessary service and procedural information.
* Performed concierge duties to promote the ultimate guest service experience and “one-stop shopping” such as: assisting guests with taxi, auto service, restaurant and hotel reservations, messages and lost children.
* Resolved sensitive guest situations on an individual basis through phone calls, letters, or personal interactions. Processed investigated and resolved all ticket issues, including vouchers and complimentary tickets.
* Communicated the appropriate accommodations for guests with disabilities in accordance with guidelines and receive, log, document and secure lost and found items for the entire company and returning the items to guests in a timely manner.
* Acted as a VIP Tour Guide for our guests whenever required by presenting to them the history and information about parks, resort and production facilities, including specific information about our attractions, buildings, storeys, ventures, etc.

**March’06 toJune'07 with Dr.Batras Positive Health Clinic- India as Assistant Team Coach.**

**Highlights:**

* Acted as a Team Coachand assisted the Operations Manager in Team Management and daily operations of the medical centre
* Managed daily attendance roster of the team members. Managed Escalations related to non-satifactory services..
* Led the shift and ensure that the Team Members provides required support to follow individual’s care and daily support plans. Delegating tasks and set deadlines for internal team members
* Followed up on activities and goals together with team and managers – all to maximise sales and profitability through excellent customer service.
* Monitored team performance and report on metrics. Provide feedback wherever necessary. Discovered training needs and provided coaching. Listened to team members’ feedback and resolved any issues or conflicts
* Suggested and organizedeffective team building activities