**SABIR AHMED**

**E-mail:** **sabirsays@gmail.com**

**Cell# 9945216511**

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**PROFESSIONAL SUMMARY:**

* Have 10+ years of experience in the **IT/BPO Industry.** **(Non-Voice/Non-Technical Operation Support with Strong MS Office skill**) Having 5+ years of experience in **Asset Management,** **Incident Management/Service Desk**,**Excel Reporting, Dashboard**, and 5 years of experience in **Mortgage & Finance**.. Knowledge of multiple technologies and frameworks.
* Have 4 Years of experience in **Accounts and Auditing/TeleSales/Marketing.**

Tremendous problem solving and leadership qualities, strong analytical, organizational, multitasking, execution skills and presentation skills with ability to co-ordinate activities and interact with end users in a fast paced team environment and ensure delivery within period Magnificent verbal and written Communication, Strong experience interacting with clients, end-users, requirement gathering, understanding requirements, analyzing solutions. Ability to work in tight schedules, mentor and team player with strong aptitude towards interpersonal communication with ability to work in team and independently.

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**Work Experience:**

1. Worked in Application Support for Mortgage for FIC (First Indian Corporation) Name Changed as FAI **(First American India**) Mar-2005 to April-2010.
2. Worked as Business Analyst for **CIBER Sites India Pvt. Ltd.,** Bangalore from May-2010 to till date as Senior Consultant.
3. Worked in Accounts & Auditing (**HiTech Softwares**) Dec-2017 to Sept-2018.
4. Worked in Sales **eCarWord.in** Oct-2018 to Apr-2019.
5. Working in Sales & Tele Marketing at (**City Power Solutions)** May-2019 **–** Till Date.

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**Certifications& Training's:**

* DCA, Diploma in Computer Application, Advanced Accountancy, MS-Office, Windows & Internet Download, Installations, & Email Messaging & Outlook.

**EDUCATION:**

* Bachelor of Commerce (B.Com)

**RELEVANT EXPERIENCE:**

**[First American (India) FAI” ITPL], [Bangalore]**

 ***[Senior Process Associate]* [March 2005 – May 2010]**

 **Project 1**

 Project Title : OFF SHORE DATE DOWN (**MORTGAGE**)

 Client : NDTS (National Default Title Services)

 Team size : 74

 Duration : Mar 28-2005 to May-23-2010.

 Role : Senior Process Associate

 Technology/Tools : Citrix, Data Trace & Data Tree.

**Project Description:**

OS DATEDOWN: The expansion of process is OFF SHORE DATE DOWN. The process is a part of foreclosure,

where documents with respect to notices of default are verified with the database provided in case of foreclosure.

10 DAY: A search for notice requested by the lender or beneficiary for the premium given to the borrower

in case of default.

 **Responsibilities:**

* Ensuring FIFO (First in First out) is followed in the queues being processed.
* Training new entrants effectively.
* Updating the team lead on daily volumes received and planning for additional resources or extended hours in case of extensive work.
* Allotment of queues equally among the team members to ensure timely completion of orders by the end of shift.

Preparing the error report on a daily basis and apprising the team leader and members of the same so as to ensure elimination of oft-repeated errors.

 **[CIBER Sites India Pvt. Ltd.], [Bangalore] [May 2010 – Nov 2018]**

 ***[Senior Consultant]***

 **Project 1** **Microsoft**

Project Title : Microsoft Asset Management

 Client : Microsoft

 Team size : 15

 Duration : May-2010 to Mar-2014.

 Role : Senior Consultant

 Technology/Tools : iAdmin and UTS Applications, MS Excel, Outlook

 **Project Description:**

Perform Ticketing /GFSDeploy, iAdmin, UTS, Excel, Access, Microsoft Requirement: Adherence to defined process and standards in accurate manner.

**Responsibilities:**

* Working in application support and resolving tickets
* Analyzing the incident tickets and providing permanent solutions.
* Updating asset details in iAdmin Application.
* Reassign tickets to tier 2 for any issues.

 **Project 2** **“Oracle Practice”**

 Project Title : “Ciber Oracle Helpdesk/ServiceDesk Managed Services” (COMS)

 Client : SBCTC, UCSB, DSC, OPAL, TRIMAC, FSCJ, IIE.

 Team size : 5

 Duration : April-01-2014 to Apr 2015.

 Role : Senior Consultant

 Technology/Tools : BMC Remedy Force (SalesForce.com), MS Excel & Outlook.

**Project Description:**

Ciber’s Oracle Managed Services (hereafter referred to as COMS) team has chosen BMC Remedy Force as its tool for tracking incidents, tasks, problems and service requests. This tool has an internal facing (console) and a client facing (self-service) portal based on the functional usability. This document is intended as a guide for the analysts and help desk resources in their day-to-day use of this tool.

 **Responsibilities:**

* Check Emails for any new updates from Client/Manager on Remedy Force process.
* Prepare Daily & Weekly Reports and post on PMRx sites.
* Reviewing all the tickets in Remedy Force and update correctly all the fields under “Incident Details” section.
* Send emails to the onsite clients on ticket resolution/closer confirmation - only for the tickets having status as “Waiting for Customer” more than 24 hours.
* Follow up on emails sent on previous day for “Waiting for Customer” Tickets.
* Follow up with the Technical Team if we found any ticket exists in Remedy Force more than 72 hours with no action taken.
* Respond to the tickets created during your shift within the given SLA of 15 mins.
* **Respond to the Calls/Voice Messages received on Remedy Force helpline no/VOIP with appropriate Greeting Scripts.**
* Communicate any new updates received from Client/Manager, with other team members via email/phone call/FTF.

 **Project 3** **“Health Management System” (HMS)**

 Project Title : “EDI-EDI-4”

 Client : EBOSS & EDI4

 Team size : 5

 Duration : May-2015 to Nov-2017.

 Role : Senior Consultant

 Technology/Tools : Mainframe, DB2, Track+ MS Excel & Outlook.

 **Responsibilities:**

* Fetching data from Database.
* Converting the raw data into DBF files.
* Uploading DBFs to automated tool for verification.
* Monitoring the Servers and virtual machines to verify the uploaded jobs.
* Collecting the verified records and delivering it to client for approval.
* Providing training to the new employees on project processes.
* Handling & mentoring the team’s performance.
* Interacting with client/customer thru e-mailing & chatting.
* Always achieves the SLA & Maintaining a high level of Quality Customer Service.
* Attending trainings & weekly team meetings with Client.

**[HiTech Softwares) [Bangalore] [Dec-2017 – Sep 2018]**

**Responsibilities:**

* Worked under GST Registrations.
* Worked in Purchase/Sales entering in Tally.
* Worked under GST Filings

**[eCarWorld.in) [Bangalore] [Oct-2018 – Apr 2019]**

**Product Description**

eCarworld.in (ECW) is an RBI regulated online portal where car buyers and investors can register and transact with one another, It provides specific requirement of investors and car buyers through its platform and offers interest free Rent to own leasing model to both, HO at Bangalore Registered office at Kochi Office at Pune

Hub and Spoke model Operating in Bangalore, Pune , Mumbai, Telangana , Chennai and Kerala.

 **Responsibilities:**

 **P2P Lending for Alternate mode of Vehicle Finance/Investment.**

**Pre Approval**

* Buyers register and put up loan request on portal
* Based on Buyer inputs – Credit rating of buyers
* Based on Buyers docs deals are approved

**Post approval**

* Communication to Investors about approved deal
* After full subscription and fees collection, Investors credit their respective escrow account within 3 days.
* Agreements sign off and PDC collections from buyers
* Disbursal to dealers and RC collection from B
* Banking of cheques / Ecs process for EMI payments by B
* From EMIs received , distribution of principal and rentals to respective investors P2P platforms backend processes
* Post completion of all repayments agreement becomes nullified and full ownership of B is established.
* Working in Sales & Tele Marketing at (**City Power Solutions)** May-2019 **–** Till Date.

**[City Power Solutions) [Bangalore] [May-2019 –Till Date]**

**Product Description**

We are pleased to introduce ourselves as a group of young experienced and dynamic personnel having over fifteen years experience in design, production, servicing of equipment related to power Electronics by having more than 5800 installations. “City Power Solutions” came into existence with a mission of providing new Technologies for the expanding power industry and to fill the void of quality product & services.“City Power Solutions” wherein we provide UPS/BATTERIES/STABILIZERS SALES / SERVICES / AMC / RENTALS / BUYBACK.

 **Responsibilities:**

* Collecting data/source online by Factories, Industries, Hospitals and MNC Companies.
* Calling the customers and explaining about the products of sales/purchase/Rentals for UPS & Batteries.
* Making Follow-ups of customer payments/collection of Checques.

 **PERSONAL DETAILS:**

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| Father Name | : Mukhtar Ahmed |
| Marital StatusPlace of BirthDate of BirthBlood Group | : Married: Bangalore: 20th December.: AB+ |
| Languages Known | : English, Hindi, Kannada and Urdu |
| Contact Address | : #37/1, Ground Floor, 11th 'A' Cross, Nagenahalli Main Road, Kanakanagar R.T. Nagar Post. Bangalore-560032. |
| Contact Number | : 9945216511 |

**Declaration:**

The details furnished above are true to the best of my knowledge and ability. Given an opportunity to serve you, I will do my best in the duties, assigned to me to the best of my ability. Relevant documents can be presented on request.

 Date:

 Place: Bangalore Signature: \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_