**MOHD WASEEM KHAN**

**420KA/118, Takiya Gullu Shah, Chowk, Lucknow-226003**

**Ph:9839921230, Email: md.wasimkhan7376@gmail.com**

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| **Career Objective** | To work in an intellectually motivated environment in an organization which shall offer challenges to solve unstructured problems and set up better system.  An environment where I can put into creative use of my ability and experience so as work progressively to accomplish the company’s objectives and subsequently attain for myself higher responsibility levels. |

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| **Overview:** |
| * Building customer preferences & drive volumes, identifying & developing new process for revenue growth& maintain relationships with Customers. * An effective communicator with excellent relationship building and interpersonal skills, strong analytical, problem solving & organizational abilities. Possess of flexible & detail oriented attitude. * Always believe in smart working. * Quick learner |

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| **Professional Experience:** |
| Designation : **Submission Officer cum Branch Incharge (Attestation)**  Company : **BLS International Services Ltd.**  Duration : **Dec-2018 To Till Date**  **Roles & Responsibilities**   * Manage phone calls and correspondence (e-mail, letters, packages etc.) * Support budgeting and bookkeeping procedures * Guide the complete process of MEA (ministry of External Affairs), Embassy for documents attestation. * Received the documents for attestation and submit to respected departments a.e : HRD, GAD, RPO and embassy * Coordinate with head office and other branches for attestation. * Pre pair MIS report daily and share with operation Manager. * Coordinate office activities and operations to secure efficiency and compliance to company policies * Daily Cash collection deposit to bank. * Compilation & analysis of MIS on expense sheets & analysis of profitability position. * Mapping client’s requirements and coordinating in implementing processes in line with the guidelines specified by the client. * Monitoring the overall functioning of processes, identifying improvement areas and implementing adequate measures to maximize customer satisfaction level. * Managing customer service operations for rendering and achieving quality services. * Providing value added customer services by attending customer queries and issues. |

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| **Professional Experience:** |
| Designation : **Team Leader (Lucknow Circle Office)**  Department : **Customer Support Group (Back-end**)  Company : **Vodafone Digi link Limited**  Duration : **June-2013 To Feb- 2017**  **Roles & Responsibilities**   * Handling Prepaid complaint team. * Solving Prepaid user problems & reducing Prepaid related complaint. * Working on process improvement which can reduce call at CALL CENTER which automatically helps in reducing cost. * Initiated changes in system which helps in increasing CUSTOMER SATISFACTION. * Managing a six member team for Prepaid Complaint process, related to Prepaid complaint raised by customer and forwarded by customer care team to resolve the complaints with in the given TAT. * Increases the contacted % from 35 to 80 % which helps us to provide better resolution to the subscribers & also reduce repeats complaints & calls at call centre. * Solving mails & queries related to Network complaints within TAT. * Core member of ICR team. |

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| **Professional Experience:** |
| Designation: **Team Leader**  Company : **Aegis BPO ltd.**  Duration : **Oct-2008 To Jun- 2013**  **Roles & Responsibilities**   * Was responsible for the smooth co-ordination between team & the management. * Maintain all Current and Previous data. * Preparing MIS and flashing the reports to Higher Authorities. * Providing data & MIS support to the Process Owners when required. * To Lead a team of 20-30 Members * Manage absenteeism including and excluding week off. * Attending Escalation Calls (Customer Generated and Employee Generated) * People Management: control Absconding cases and attritions. * An Audits & Feedbacks session to ensure team members are able to achieve all introduces KPI’s with regular follow ups. * Bottom Quartile Management. * Real time monitoring. * Ensuring fulfilment of joining formalities and meeting of statutory compliances |

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| **Educational Background:** | | | |
| **QUALIFICATION** | **BOARD/UNIVERSITY** | **INSTITUTE** | **YEAR OF PASSING** |
| B.COM | Lucknow University | Shia PG College Lucknow | 2005 |
| Class XII | U.P. Board | Sunni Inter College Lucknow | 2002 |
| Class X | U.P. Board | Govt. Hussainabad Inter College Lucknow | 2000 |

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| **COMPUTER LITERACY:** |
| * **One Year Diploma in Computer Application**   **IT SKILL:-** Well versed with MS Office (Word, Excel, PowerPoint), Internet Applications such as E-mail, Web Surfing etc.. |

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| **AWARD AND ACHIEVEMENT:** |
| * Best Associate Executive in CSG(Prepaid) for consistent performance for the period OCT’14 - DEC-14 * Best Associate Executive in CSG(Prepaid) for consistent performance for the period JUL’15 - SEP-15 * Best Associate Executive in CSG(Prepaid) for consistent performance for the period APR’16 - JUN-16 |

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| **PROFESSIONAL DEVELOPMENT:** |
| * Knowledge of BSCS * Knowledge of UPSS * Knowledge of CRM * Knowledge of IN & HLR |

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| **HOBBIES:** |
| * Playing Cricket, Listening songs. |

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| **LANGUAGES** | **Read** | **Speak** | **Write** |
| English |  |  |  |
| Hindi |  |  |  |

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| **PERSONAL DETAILS:** |
| **Father’s Name: Late Mohd Wasi Khan**  **Date of Birth 06 Aug 83**  **Nationality: Indian**  **Marital Status: Married**  **Passport Number : S1350397** |

I hereby declare that all the statements made by me in this application are true to the best of my knowledge and belief.

Place: Lucknow

DATE: (Mohd Waseem Khan)