**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)