

Mafizul Haque

Team Leader

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Summary

- Strong relationship building & leadership skills.
- Able to work in a large team with minimal supervision.
- Able to lead by example.
- Clear understanding of service delivery, its value to the client and what is required to create and deliver a high-quality user experience.
- Good written and verbal communications skills.
- Experience with Inventory Management system.
- Capable of providing an outstanding user experience.
- ITSM & Inventory management competencies and commitment to obtain relevant certifications.
- Interested in new technologies and IT career path.
- Ability in leading regional / multiple sites.
- Culturally aware in leading multiple nationalities.
- Linguistically proficient in English and the local language.
- Relish working in a fast-paced work environment.
- Able to make sound decisions when faced with competing priorities.
- Result oriented.
- Prefer planning and executing the steps to achieve objectives.
- IT inventory operations experience.
- Customer experience background.

Work experience

Team Leader

2014 - Present

Astreya Consultancy India Private Limited

Joined the company as a Desktop Support Technician. This role required me to provide support for clients onsite- approximately 2K (Managing IT inventory. Preparing and providing machines to users. Working with other teams to ensure conference rooms are in top-notch condition at all times.)

Was moved to Bangalore to manage a client site and train new hires until they can handle the site with minimal supervision.

Was promoted to Desktop Support Specialist. This role required me to provide services for a huge vendor site comprising of approximately 10K users. (Added to my previous roles/responsibilities - working as second level of escalation for IT related issues. Helping all vendor new hires in setting up their accounts on their first day. Working closely with vendor support staff to make sure the site is running without any hiccups. Actively acting as the POC for the site.)

My current role can be summed-up by two primary objectives:

1. Keeping the team productive with strong performance.
2. Keeping both the team and manager informed.

In order to meet these objectives, it was essential for me to be adaptable and flexible as well as confident in my knowledge of defined process and policies.

My roles and responsibilities:

- Performed and oversaw every aspect of team operations, including inventory and asset management, conference room preventative maintenance, and e-recycling.
- Provided task & project level guidance to the team.
- Supporting a complex and fast paced environment focused on video conference rooms with outstanding attention to customer satisfaction.
- Ensuring audio and visual quality, troubleshooting any issues that may arise and any requests from meeting attendees.
- Deployment and recovery of laptop and desktop images.
- Supporting customers over worldwide from IT accessory to workstation dressing.
- Used ticketing systems and reporting to monitor individual & team work accomplishments and to

Technical Skills

Google Suite/Excel

Decent knowledge of using this tool/web-service for creating reports.

Google Plx/Datastudio

Basic knowledge of using this web-service for creating interactive dashboards.

BigQuery (SQL)

Basic knowledge of using this web-service.

Linux

Basic knowledge of using the OS, commands and troubleshooting.

macOS

Basic knowledge of using all versions of the OS and troubleshooting.

Windows

Basic knowledge of using all versions of the OS and troubleshooting.

track Service Level Agreements (SLAs) & Key Performance Indicators (KPIs)

- Lead & contributed to large scale global projects, escalation response, root cause analysis, & process improvement as needed.
- Provided input of performance and training needs for all aspects of team responsibilities; including timecards, scheduling & resource allocation, expense, admin, mentoring, training, individual & team performance improvement plans & quality of service delivered.
- Effectively communicated issues, escalations and potential problems to the SDM and contributed to solutioning the same.
- Effectively interfaced with customer representatives from various stakeholders as needed per site.
- Traveled when required.

Additional Duties and Responsibilities (in conjunction with Managers):

Performance Management

- Conducting interim performance reviews.
- Conduct Audits of Inventory & Operational standards
- Evaluating and documenting job performance.
- Issuing of employee performance objectives/improvement plans.

Training

- Onboarding/orientation of new team members.
- Manage the training program/team (trainer, assessors, mentors) and sign off on duties as learned.
- Evaluate team members and recommend retraining as needed.
- Technician task documentation/work-logs
- Maintain consistent methods and practices across team.
- Utilization of proper ticket parameters, completeness of ticket log, proper escalation.
- Ticket/Task Audits.

Technical Support

2013 - 2014

Nanco Sales

My roles and responsibilities:

- Managing a wide array of technological infrastructure
- Upkeep of company infrastructure and training company staff in good security Hygiene
- Handling issues related to OS, network, software installations, domain login, preparing corporate devices.
- As a team our whole focus was to ensure that we resolve issues without breaching client's SLA's.
- Training company staff in good security hygiene.
- Managing an IT inventory
- Leading supporting and mentoring team members.
- Making sure customers are delighted with the service received from team.
- Making sure team members are giving a 100% on daily duties and projects.

Technical CSE

2011 - 2013

Genpact

My roles and responsibilities:

- Technical Customer support executive.
- Handled both inbound and outbound calls
- Work involved providing technical support to the US, Canada and the UK customer base for a product. Eg: Taking control of the customer's machine and installing the software/driver for the product, getting the product connected wirelessly, setting up cloud features for the product, placing orders for the customers.
- Coordinating and analysing the customer needs with reference to the product and providing them with the proper resolution.
- Handling escalation calls and reporting the essential facts to the management to fill the gap of technical troubleshooting and process development.

Junior Accountant

2007 - 2008

Ace India Company

My roles and responsibilities:

- Assisted in preparing monthly and quarterly management reports with evaluation of divisional performance.
- Contributed in developing and implementation of the effective internal control system to enhance the company's financial performance.
- Assisted in setting up policies for transfer pricing and critical success factors for divisions & branches and relevant financial key performance indicators to align the division's goals with the organisation.

- Monitored and controlled the costs of activities under different projects.
- Assisted in monitoring the liquidity in banks accounts, management of Daily working capital & liquidity planned. Letter of Credit, Bank Guarantee, Performance bound & other banking transactions.
- Ensured the arrangement of funds for timely Processing of payroll.
- Ensured the proper recording of inventories and monthly adjusting entries. Finalized financial statements, Trial Balance, & assisted in formulating various analyses of general ledgers & other documents for submission to external auditors.
- Participated in various internal audit reviews in Group as directed by Group Chief Financial officer.

Skills

Leadership Skills



Able to organize other people to reach a shared goal. Can motivate others to complete a series of tasks, often according to a schedule.

Management Skills



Can govern both tasks and people. I am organized, empathetic and communicate clearly to support a team or project. Adept in both soft skills and certain technical skills related to industry.

Problem Solving Skills



Good at problem-solving. Can determine the source of a problem and quickly find an effective solution.

Communication Skills



Good communication skills. Good at listening, speaking, writing, observing and empathizing. Having strong communication skills is important in every industry at every career level.

Customer Service



Customer service oriented mindset. Customer service skills rely heavily on problem-solving and communication to provide a positive experience. Good at traits like active listening and reading both verbal and nonverbal cues.

Computer Skills



Proficient on working on computers with various softwares and applications required for the role.

Education

B.Com Computers 2008 - 2011

Anwar Ul Uloom Degree College

Intermediate Education 2005 - 2007

Sultan Ul Uloom Junior College