

Syed Anfall Touseef

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CAREER OBJECTIVE:

To reach the pinnacle of professional excellence by keeping the interest of learning new concepts and technologies, a challenging responsibility where I can utilize my skills, fast learning capacity to contribute towards the productivity of the company & to seek a challenging position, that offers security and professional growth while being resourceful, innovative and flexible.

PROFESSIONAL EXPERIENCE (4.1 Years):

Company: Bundl Technologies Pvt Ltd (2.5 years)

Current Designation: Quality Specialist (Catalog, Price Parity)

Performing overall Quality Check of all restaurants on Swiggy website, checking if prices (Including all variables) on the site are accurate and updated, assists in pulling data from multiple data resources, analyze data, Checking, updating an ensuring correct price at Item and cart level.

Roles and Responsibilities:

- Auditing the CSV files after the agents have completed Stacking and Categorizing.
- Audit of restaurant files before restaurant goes Live on Swiggy website and app.
- Audit checks starting from name of the restaurant, spelling errors, price errors, image errors.
- Audit for relevant documents like FSSAI, Onboarding sheet, GSTIN, Trade license etc.
- Tagging the correct images for the restaurant as per request or as per cuisine.
- Tagging relevant images for items as specified on menu.
- Checking the menu if provided in correct format.
- Checks for items which are not sold/acceptable to be sold on app like nonalcoholic beverages.

- Checking for Veg and Non-veg errors. Some restaurants are veg only and some are non-veg so we check the errors on same.
- Stacking, categorizing, pricing errors, spelling errors, image tags etc.

Company: First Source (Sky Process): 1.6 years

Designation: Subject Matter Expert

Mentoring/coaching associates and contributing to their growth by using very simple yet very effective ways of explaining the concepts/terminologies. and pass them to go live on the floor by following standard techniques while delivering high quality work.

Roles and Responsibilities:

- Preparation/Documentation of Weekly Business Reports (WBR) which helps the company leadership team in keeping a constant track of the team's performance.
- Grew from an Auditor to Validator/Administrator within a span of 8 months and took up full time admin task (Usually it takes 15-18 months as per the company standards on an average to reach this stage).
- As an SME my primary task was to maintain the work queue and allocate the models to 6 auditors and 3 validators on a daily basis
- Preparation/Documentation of Weekly Business Reports (WBR) which helps the company leadership team in keeping a constant track of the team's performance.
- Conducted Know-How sessions on complex AB Pairs to the entire team, revamped 32 exhaustive SOPs which helped the team to have a detailed understanding of attributes.
- Handling US and IN Market places SLA end to end for my team.
- Interacting with multiple teams to communicate on operations and represents data/metrics information and project reviews.
- Always raised the productivity and reliability bars by maintaining above par scores (137% productivity, 98.22% reliability) (team average – 130%, 98.19%). Team size: 62

- Ensure the tickets are getting closed within the stipulated timeframe / SLA
- Building positive work relationships with all the centers project team members.
- I have received client and VP level appreciation for my skills in solving customer issues within a short span.

PROFESSIONAL ACHIEVEMENTS:

- Best Performer of the Quarter (Q2 2017) for consistently working hard and delivering the best to meet the VP level goals and Internal Goals.
- Have been working as an execution agent as well in almost many teams such as POP, Stores, Revision, Selfserve, Image tagging and many others.
- First Agent to be allotted for Floor Support @ swiggy and was requested to train the new batches 154 and 155 regarding payment failed transaction.
- I have been awarded first prize for carrom competition at swiggy and a good job card.

ACADEMIC PROFILE:

Course Details	Year	School / College	Board / University	% / CGPA
SSLC	2011	Schoenstatt St Mary's High School	State Syllabus	83.04%
PUC	2013	K L E College	State Board	53%
BE in EEE	2017	Nitte Meenakshi Institute of Technology	Autonomous	7.1 CGPA

PROJECTS:

- Participant in International Seminar on **3D PRINTING ROBOTICS & AUTOMATION IN CONSTRUCTION**
- Attended Workshops Regarding **DYNAMIC SKILLS INTEGRATED PROGRAM** at CIL Product Development

- A engineering project based on **WIRELESS POWER TRANSMISSION FROM SOLAR INPUT**

PERSONAL SKILLS:

- Self-motivated, regulated, innovative, hardworking, quality, timeliness of service, independent problem-solving attitude and honouring the commitments with high sense of team spirit and ability to deal with people diplomatically.
- Fast learner, adapts well to changes, Hard worker & Always open to challenges.
- Always looking out for opportunities to learn more & grow.
- Represented our college in state level Football competition, Event organizer in colleges, Travel planner.
- Part Time automobiles dealer.

Declaration:

I hereby declare that the information given above is true.

Place: Bengaluru.

Syed Anfall Touseef