**Mohammed Raziuddin**

**Hyderabad, Telangana 9966648682 razi89.jntu@gmail.com**

**Professional Summary**

Accomplished management professional with nine years of career progression in retail operations taking care of Voice/MessageUs/Chat and Email contact channels through inbound and outbound processes. Proven effective leader skilled in development and oversight of high-performing, multi-disciplined and quality-oriented teams. Highly skilled in streamlining operations and improving throughput through continuous process improvement and cross-functional collaboration. Accomplished in building high-performing teams and inspiring staff to achieve personal and professional goals. Demonstrated ability to streamline processes for efficiency and productivity.

Outstanding communicator with good fluency and well-versed in employee, vendor and partner relations.

**Skills**

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| --- | --- |
| * Process Improvement * Training and development * Data collection and analysis * Process improvement * Workflow coordination * KPI reporting * Stakeholder collaboration and engagement * Staff management * Team building expertise * Skilled problem solver | * Risk analysis and management * Strong leadership abilities * Metrics management * Root cause analysis * Data-driven * Customer-oriented * Training skills * Operations management * Project management * Process optimization |

**Work History**

**Interim Group Manager**, 09/2018 to 09/2019

Amazon Development Centre India Pvt. Ltd. (HYD20) – Hyderabad, Telangana

* Lead a team of 120-150 associates with 4-5 Team Managers working across North America and India Voice/Chat/MessageUs operations during my one year stint as an interim Group Manager.
* Launched and set up new teams (working on North America & India operations) and processes improving quality across Voice/Chat/MessageUs skills
* Helped in reduction of 660k annualized transfers and 152k annualized contact reduction through continuous process improvement
* Used some of the Lean Six sigma concepts during leading 2 kaizen projects aimed at improving the productivity and quality of the skill
* Worked as a Kaizen Promotional officer to drive the culture of continuous improvement across multiple teams.
* Was part of the change management program by representing the voice of associates
* Mentored team managers, helped in their career development, performance improvement and appraisal
* Helped in providing training for colleagues, new joinees in Leadership roles

**Team Manager**, 04/2016 to 09/2018

Amazon Development Centre India Pvt. Ltd. (HYD20) – Hyderabad, Telangana

* Built, managed and coached insourced and outsourced team, implementing training programs to improve efficiency and productivity
* Coached and Mentored fellow colleagues and Team Leads
* Provided refresher trainings for various departments/skills to upscale associates on process
* Worked with Stakeholders to solve problems, streamline processes
* Helped establish processes across other sites
* Measured effectiveness of customer success by defining operational metrics, tracking systems and reporting to executive team
* Managed quality assurance program including on site evaluations, internal audits and customer surveys
* Worked with project teams to resolve complex problems, improve operations and provide exceptional customer service
* Actively participated in Recruiting after being certified as a Hiring Manager
* Worked with HRBP's to help improve employee experience.
* Developed business cases, presentations and reports for senior management
* Demonstrated knowledge of company's mission, purpose, goals, and ability to help employees successfully achieve them
* Employed effective time management when dealing with coordination and accountability around personnel and security assets
* Positioned as go-to person for stakeholders, vendors troubleshooting complex administrative and training issues promptly

**Team Lead**, 04/2013 to 04/2016

**Amazon Development Centre India Pvt. Ltd. (HYD20)** – Hyderabad, Telangana

* Evaluated employee skills and knowledge regularly, providing hands-on training and mentoring to individuals with lagging skills
* Assigned daily employee tasks and monitored activity and completion
* Worked with team members to improve performance and implement training updates
* Took on additional job duties, including pro active engagement with workflow during unexpected backlog, resulting in meeting service levels
* Trained team on all aspects of operating procedures and company services

**Customer Service Representative**, 01/2011 to 04/2013

**Amazon Development Centre India Pvt. Ltd. (HYD20)** – Hyderabad, Telangana

* Determined areas in need of improvement and optimized strategies to strengthen performance
* Measured team performance and reported metrics to leadership team members
* Initiated timely response to emails, chats, MessageUs and written correspondence

**Education**

**Bachelor of Computer Science**: Computer Engineering, 06/2010

**VIF College of Engineering and Technology** - Hyderabad, Telangana