Mohammed Zia Ullah Faruqui (Senior IT Recruiter/Lecturer/Personal Banker)

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**PROFESSIONAL SUMMARY:**

* I am a very capable and result driven professional seeking **an opportunity into voice/ non-voice business process**.
* Result-oriented individual with over 6 years of experience in US Staffing & Recruiting and Internal Human Resource management along with 2 years of experience as a lecturer for economics and commerce subjects also over 4 years of international banking experience in corporate environment.
* Broad experience of working in business processes/management of various countries such as Australia for Holidays and Travels packages; IT Sector Recruitments for USA and HSBC banking for Bahrain, Oman, Qatar, UAE that helped me in gaining sound knowledge of business process outsource (BPO) in inbound/outbound calling (sales).
* I am self-motivated independent worker as a strong team player and lead. I am presentable and have a high aptitude for identifying & recruiting top talents.
* I possess strong experience in direct sourcing and networking with upbeat and loyal personality.
* I can organize and execute bulk-hiring initiatives as well as recruit candidates who are rare or high in demand.
* I am focused executive with broad experience in calling (inbound & outbound) and mailing which enfolds experience of over 4 years in inbound sales deploying various selling techniques to achieve targets in compliance with company standards.
* Understanding of Enterprise Resource Planning, Business Process Reengineering and Human Resource Management.
* Extensive experience working in team environment on result oriented tasks with strong phone etiquettes.

**TECHNICAL, ACADEMIC AND PERSONAL SKILLS:**

* Windows 98, Windows 2000, Windows XP SP2/3, Windows 7/10
* Webpage Designing and HTML
* Microsoft Office Suites 2003/2007/2010
* Computer Hardware Assembling and Cabling
* Tally 7.2/9.0 Accounting Software
* Financial/Cost/Management Accounting – Manual and Computerized
* Internal Auditing
* Strong Verbal and Written Communication
* Cost & Revenue Analysis
* Projects presentation through Microsoft PowerPoint
* Business Research & Analysis
* Negotiation
* Customer Relationship Management
* Target Accomplishment

**EDUCATION:**

* B.Com Computers from St. Joseph’s Degree & P.G College, Hyderabad – 2012
* Intermediate with M.E.C course from St. Francis Xavier’s Junior College, Hyderabad – 2009
* High School from St. Maaz School, Hyderabad – 2007

**INTERESTS:**

* Sports
* Travelling
* Science & Technology
* History Exploration

**PROFESSIONAL EXPERIENCE:**

**HSBC Middle East, Hyderabad, India November, 2014 – Till Date  
Role: Phone and Internet banking Officer (Offshore)**

**Department: RCC**

**Roles and Responsibilities:**

* Experienced banker with over 4 years of phone and internet banking hands on experience working for various segments of clients holding personal, advance and premier bank accounts completely for middle east regions like Bahrain, Oman, Qatar, UAE
* Perform daily responsibilities to include cross-selling additional bank products, along with knowledge of opening and closing accounts, servicing customers with their day to day transactions, processing stop payments, wire transfers, telephonic transfers, placing cheque book orders, helping customers maintain special instructions on accounts and performing accounts maintenances based on clients’ requirements.
* Consistently executed the Sales process (Opportunity management, Needs Assessment, Present/Pitch, Fulfillment and Follow Up) and seeks opportunities to deliver distinctive customer service on each client interaction maintaining Quality as per EDRAS model and got recognition with the team as “Team of the Quarter”.
* Gained sound knowledge on Anti-money Laundering, UN Sanctions concepts banking industry helped in dealing diligently with customers from various parts of the world and ensuring that global standards also new UAE/Qatar/Oman/Bahrain HSBC banking procedural updates are adhered to.
* Perform teller duties as needed and keep a track of all cases pending to be actioned for customer's bank accounts to obtain desired resolutions in compliance with HSBC global standards.
* Collaborated with Customer Relations and Centralized Approval departments to evaluate level of personal and team’s performance to plan out performance improvement strategies through team discussions.
* Helped the team with performance management by way of errors rectification, tracking sales data and sharing regular procedural updates with team members helping us to deliver better customer experience.
* Worked on various system softwares like Lotus Notes, MS Word/Excel, Microsoft Outlook and other system applications to maintain data for self and team to carry out responsibilities adhering to company’s security norms.
* Reported unusual activities on accounts and highlighted red flags to fight financial crime for safeguarding customers and company’s reputation in accordance with global banking standards.
* Attained good knowledge about and understood various risks like Operational, Reputational, Financial Crime, etc., that an organization like HSBC has to deal with, in its day to day business activities also learnt how to overcome such challenges with use of structured risks control frameworks designed by high level implementation team.
* Followed verification guidelines dynamically whilst dealing with customers ensuring secured and genuine conversation to have good financial crime control against money laundering and fraudulent transactions as together we thrive to achieve complete customer satisfaction also to put our customers at heart.

**Resource Hunt group Inc., Hyderabad, India \_ March, 2013 – August, 2014  
Role: Senior US-IT Recruiter (Virtual, Offshore)  
Clients: Reliance IT Incorporated (Dallas, TX); Pace Computer Solutions (Baltimore, MD); RHO Consulting Solutions (Coppell, TX); Better Minds Consulting Incorporated (Columbus, OH); Tata Consultancy Services (Portland, ME)**

**Project1 Description:** it was independent recruitment role with my account manager who use to forward me job requirements and analyze my daily submissions that I do.

**Roles and Responsibilities:**

* Dealing with US clients for job requirements gathering and maintaining business clientele for end to end recruiting of IT professionals specialized in operating systems, software application development, security management, programming languages coding and implementation.
* Discussing and explaining job descriptions with candidates and convincing them for relocations & with hourly rates/salary through healthy negotiation.

**Project2 Description:** this project was entirely into RPO which included both verbal and nonverbal communication with US Clients, Employers, Contractors/Subcontractors and IT Consultants for covering all recruiting activities such as sourcing, screening, contacting, confirming, interviewing and placing the qualified consultants.

**Project Accomplishments:**

* Involved in full recruiting life-cycle, from receiving the requisitions of US Clients, sourcing candidates, scheduling technical interviews, salary or rate negotiations, employee referrals to verifying credentials and successful closures; executed all these activities successfully.
* Actively dealt with all the authorized US workers through verbal and nonverbal conversation.
* Consulted almost all technology consultants of various platforms precisely such as C, C++, C#, Oracle, SQL, Java, J2ee, XML, Tibco, .Net, HTML, Visual Basic, Weblogic, Cobol, DB2, Teradata, Peoplesoft, Oracle Apps/Financials, Unix, Red-Hat Linux, Sun Solaris, TCP/IP, Testing/QA, SAP etc.
* Had a good day-to-day interaction with clients to ensure the prioritized requirements are highlighted and fulfilled within stipulated time frames.
* Led 2 members compassionately and responsibly, explained and supervised entire recruitment process of clients as a part of duty enabling team members to learn client management independently.

**Job Responsibilities:**

* Recruiting candidates for IT positions, posting/advertising job requirements using career search web sites like LinkedIn, Bull-horn, Jobvertise, Ladders, Twitter, Facebook, Google Groups, Monster, Dice, Techfetch, Pro-hires, Smart Recruiter, and even free job boards.
* Mining resumes, interviewing and screening potential candidates including face-to-face, phone interviews and conducting reference checks along with hourly rates/salaries negotiation with candidates or sub contractors/employers. Following up with candidates after the phone/in-person interview and gather the interview feedback and checking the availability/interest if any candidate gets an offer from the client(s).
* Recruiting and hiring candidates specialized in Software Engineers, Programmers, Developers, Database Architects or Developers or Administrators), Network Engineers, System Engineers, Security Engineers, Web developers, Quality assurance Test Engineers, Project Managers and Business Analysts in state & out-of-state all across USA for contract, contract-to-hire and permanent placements for IT positions of multiple clients’ companies like Bank of America, Accenture, State Farm Assurance, JP Morgan Chase, Lockheed Martin etc.
* Taking preliminary round of interview; evaluate the communication skills; and suitability of the candidate for IT job positions.
* Building the database for various skills sets and updating it on daily basis to have quick screening and ease in recruiting process.

**Reyan Junior College, Hyderabad, India August, 2012 – July, 2014**

**Economics cum Commerce Lecturer/Financial Accounting Consultant**

**Work Accomplishments:**

* Counseled students efficiently and compassionately for easy understanding of subject matters and discussed learning/study skills with the students to encourage them education.
* Maintained subject matter expertise of accounting principles for practicing accountancy manually.
* Did effective counseling on academic and extracurricular activities in order to ensure stable high performance and personality development.

**Job Responsibilities:**

* Sharing subjects knowledge and explaining subject matters through experience & expertise.
* Creating awareness of various economic methodologies and commercial matters theoretically with real-time examples and contemporary scenarios.
* Training students with practical accountancy for various kinds of business organizations.
* Demonstrating different economic aspects and theories such as - demand and supply analysis, demand forecasting, market research and analysis, globalization, cost and revenue analysis etc.
* Explaining commercial aspects & theories such as business administration, HR management, public/private limited companies/multinational corporations, marketing & advertising strategies, stock exchange mechanism, etc.
* Demonstration and Examination of accounting both manual/computerized of various companies through preparation of books of accounts and financial statements – Expenses/Revenues, Losses/Profits, Account Payables/Receivables, Account Reconciliation, balance sheets.
* Exhibiting the knowledge of business combinations, consolidations, equity management and accounting of income tax and cash/financial statements for smooth maintenance of internal control system.
* Maintaining high morale for the learning process and developed learning/study materials essentially for intermediate classes to coordinate with college management and designed efficient course curriculum to carry out responsibilities.

Place: Hyderabad, India

Date: (Mohammed Zia Ullah Faruqui)