

Nazim HAQUE



Mumbai / Bangalore



+91 9867158207



Haque.nazim@gmail.com



Linkedin.com/haque.nazim



CAREER GOAL

To obtain a position in Customer Care, CRM, People Management, Team Management, Service Delivery or Service Support where I can effectively utilize my experience and expertise and make a positive contribution to the company.



SUMMARY

An incisive and result oriented professional with over 8 years of experience in Customer Support, Service Delivery and Process Management for BPO, IT and Automobile sector. I am currently designated as Call Centre Head with Nissan Motors India Private Limited (HAI) handling the entire call centre operations PAN India.

Well versed in managing and motivating teams for running successful Service Delivery & extensive experience of developing procedures, service standards & operational policies for business excellence. Significant expertise in customer service techniques with a strong understanding of Call Centre environment. Effective communicator with exceptional presentation skills & abilities in leading cross-cultural teams & establishing relationships.

Resourceful at maintaining business relationship with clients and customers to achieve quality product and service norms by resolving their service related critical issues. Skilful at training workforce to enhance efficiencies & assist them to deliver quality services to clients.

With my strong team handling expertise client interfacing skills, vendor management skills, keen process orientation, and the extensive experience of handling multiple vendors, I aspire to move into a management level that would entail managing business, interfacing clients/vendors and working on challenging assignments.



SKILLS & STRENGTHS

- ✓ Customer Service
- ✓ Customer Acquisition
- ✓ Customer Relationship Management
- ✓ Customer Retention
- ✓ Work force management
- ✓ Process Management
- ✓ Contact Centre Management
- ✓ Client Communication
- ✓ Technical Support
- ✓ Vendor Management
- ✓ Team Engagement and Cultural Activities
- ✓ Cross Functional Training

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EDUCATION

- **Bachelor of Arts (Economics)** from **Wilson College** Mumbai University in March 2004
- **HSC** D.S College
- **IGNIIT** 4 years Software Engineering Course from **NIIT** October 2003
- **Pursuing MBA**



TRAINING

- **OnTrac** Training for Team Leaders at Sutherland Global Services
- **LeadPlus Training** for Team Managers at Sutherland Global Services
- Successfully completed **EE Bronze Belt Certification** for Sr. Team Managers
- Successfully completed **Hire Only The Best** training at Sutherland Global Services
- Successfully completed **Green Belt Certification**



MAJOR ACCOMPLISHMENTS

- Promoted as SME in Sutherland Global Services within 6 months of joining.
- Accelerated growth in Sutherland Global Services from TSE to Sr. Team Manager in 5 years.
- Won the Prestigious Bravo Award for **Excellent Performance** in Sutherland Global Services.
- Awarded **Platinum Standard Shield** for continuous contribution to the organization for 5 years.
- **Execution Excellence Bronze Belt Certified** at Sutherland Global Services. Only 5 Team Managers could successfully complete the certification from Malad, Mumbai facility.
- **Setup of Nissan Call Centre with a new Vendor**
- **Setup of "Centralized Follow up of Leads" with external party at HAI (Nissan)**

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WORK EXPERIENCE

Currently working on a project with a start-up to set up their sales and CRM operations at Mumbai. It's an FMCG company based out in Mumbai

HAI (Nissan Motors India Pvt. Ltd.) – (Sep 2011 – 30th June 2014) as Call Centre Head

I have played an important role in setting up and expansion of Nissan Motors India call center for PAN India with new vendor at a new location. The call center is outsourced and all employees working at call center are on the pay roll of call center.

Currently handling close to 10 vendors for various services used by CRM team. These vendors are spread out across the country at multiple locations. One of the crucial parts of the job is to travel to various locations for the monthly reviews and performance feedback.

Job Responsibilities:

- ✓ Managing Call Center 24/7
 - Customer care
 - Generating Leads
 - Forwarding the leads to the various dealers PAN India
 - Verification of the leads with reference to the conversion rate
 - Feedback callings for Sales and Service department
 - Keeping track of all the Emergency RSA (Road Side Assistance Services) provided to the customers for PAN India
 - Feedback on the RSA service provided to the customer
 - Complaint Management
 - Follow up of complaint
- ✓ Maintaining Call Center phone and web SL, Quality Score, AHT, Seat Utilization and all other aspect of call center.
- ✓ Welcome call and PSF call reports for PAN India
- ✓ Maintaining Contract of various vendors
- ✓ Sending out the E-mail blast for any product launch or offer
- ✓ Recruitment, Training, OJT and Transition with the vendor (call centre) and ensure smooth transition from the previous vendor to the current one
- ✓ Introduced the concept of centralized follow up of leads
- ✓ Introduced the concept of Complaint follow up for the better closure percentage
- ✓ Team size has grown from just 4 paid seats to 31 paid seats in less than 1 year with over 70% seat utilization
- ✓ Quality Score of the process has gone up from 65% to over 90% as per the monitoring conducted by the third party agency.
- ✓ Involve in every minute detailing of the call centre set up right from the IVR recording to the technical aspect of the same

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Sutherland Global Services (March 2006 – September 2011):

I had a very successful and proven track record with Sutherland Global Services resulting in accelerated growth in 5.5 years.

TSE → Senior TSE → SME → Team Manager → Sr. Associate Manager

- ✓ Managed Technical Service Desk for some of Fortune 500 Companies such as Dell & HughesNet.
- ✓ Helped the company generate more revenue by cross training consultants on voice and web support simultaneously.
- ✓ Successfully completed various projects for CSAT (Customer Satisfaction) Improvement, Average Handling Time reduction and Performance Management.
- ✓ Successfully completed EE Bronze Belt Certification.
- ✓ Identified best practices and reviewed Processes and Procedures from time to time with the consent of the program manager.
- ✓ Successfully managing Recruitment, reducing and maintaining attritions levels.
- ✓ Successfully handled the OJT team with excellent results keeping AHT and C-sat in place.
- ✓ Suggested process improvements to Program Managers / Divisional Heads by analyzing Calls, Case documentation & Customer Feedback.
- ✓ Mentored team members both professionally as well as personally so as to build a team packed with energy and enthusiasm delivering high-value performance on a day to day basis as well as at critical times.
- ✓ Proved the team work spirit during the crisis time on a multiple occasions.
- ✓ Managed to control the unethical practices followed in many programs with the help of my analytical expertise and management skills.
- ✓ No Absconding case during the tenure at Sutherland Global Services.

Sr. Associate Manager- Service Delivery

Sutherland Global Services

- ✓ Part of the core transition team
- ✓ Responsible for documentation of operations related processes
- ✓ Setting up floor support for the process (Manpower Planning etc.)
- ✓ Interacting with the clients and providing them real-time feedback from the floor
- ✓ Providing a daily update to the client regarding the observations on the floor
- ✓ Provide feedback to NOC on trends observed on the floor
- ✓ Responsible for the Service Levels and department level metrics
- ✓ Responsible for a team of 80 agents including 4 Team Leaders
- ✓ Conducting weekly reviews and providing feedback to TLs to improve performance
- ✓ SPOC for Operations Panel for the Hiring

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Team Manager

Sutherland Global Services

- ✓ Responsible for a Team of approx. 18-20 members to provide prompt and quality service to HughesNet US Customers
- ✓ Monitoring the Efficiency and Quality of the Team and giving feedback as and when required
- ✓ Handling escalations and setting expectations for the resolution of the customer's issue
- ✓ Coordinating with the WFM team to ensure smooth rotation in staff scheduling
- ✓ Part of the Interview Panel which is responsible for the recruitment of Agents
- ✓ Providing regular feedback to Change management team to improve processes

Major Contributions

- ✓ Cross trained agents on vice and web simultaneously
- ✓ Introduced Outbound Process with the help of client to improve the customer satisfaction and obtain a positive result out of it
- ✓ SPOC for any internal tool development with the help of Software Developer Team
- ✓ Negligible shrinkage and attrition on the floor
- ✓ Built a self-driven team and ensured SLAs are met at all times at Platinum Standards

OfficeTiger / JPMorganchase (April 2005 – Feb 2006)

- ✓ Worked in Acquisition and Merging Department of JPMorganChase
- ✓ Received time bound project and successfully completed them within the specified time
- ✓ Worked towards helping the new joiners learn the techniques of using the tool provided to enhance their capability
- ✓ Received multiple appreciations from Clients and Senior Managers

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HONOURS AND AWARDS

- ✓ **Bravo Award** for Excellence at Sutherland Global Services
- ✓ **Bravo Vintage Award** at Sutherland Global Services
- ✓ **Bravo Platinum Award** at Sutherland Global Services
- ✓ Won the **Best Team Leader** Award in Sutherland Global Services more than 10 times



PROFESSIONAL ATTRIBUTES

- ✓ A high standard of professionalism in my work
- ✓ The ability to remain calm and objective in all situations
- ✓ The ability to quickly identify and resolve client problems
- ✓ Able to work autonomously and in a team environment
- ✓ A good sense of humour and the willingness to be part of any team

REFERENCES

Available upon request



24th October 2014