
Objective: To be a part of an innovative organization where in I could use my excellent technical and analytical abilities for the growth of the organization and in turn find success in my career goals.

Synopsis: Having approximately **8 Years** of Professional Experience as follows:

Career History

HDFC Bank

Deputy Manager- NRI Personal Banker (27 Aug 2014 - till date)

- Resolve customer issues by providing best services and co ordinate with the branch for fastest resolution.
- To generate revenue (by selling variety of HDFC products) from NRI customers by maintaining existing relationship.
- To create / start new relationships with the NRI customers from the given database
- Educate the customer about the insurance, Mutual Funds, Fixed deposits, Asset loans, Business Loans, Auto loans etc and help them start a new investment.
- Maintain a constant (contact periodically) relationship with the NRI customers by being a one point contact.
- Also cross sell products to their family members and in process increase the portfolio growth and revenue.
- Interact with the customers directly when they are in India and Responsible to ensure all interactions are high on customer satisfaction while delivering FCR.

Amazon, Hyderabad (April 2014- August 2014)

Customer Support Associate

- Assist the customers from all over the world with their orders by providing the required details.
- Take responsibility to deliver the packages at the mentioned destination in the estimated time frame.
- Help customers to replace / refund the order in case of any wrong / damaged / defective items received
- Bargain with the customers for partial refunds of the defective / wrong items delivered
- Educate the customer about the Prime membership and help them upgrade

ICICI Bank, Hyderabad

Relationship Manager - Phone Banking Officer (Oct 2011- March 16 2013)

Key Profile: Joined as a Phone Banking Officer and with in one month promoted as RM. Assist the customers from all over the world with their orders by providing the required details.

- Initially joined as phone banking officer with in one month got promoted as a Remote Relationship Manager- to deal with NRI customers only by providing all the possible best ways to resolve their banking needs
- To generate revenue (by selling variety of ICICI products) from NRI customers by maintaining existing relationship
- To create / start new relationships with the NRI customers from the given database
- Educate the customer about the insurance, Fixed deposits, home loans etc and help them start a new investment
- Maintain a constant (contact periodically) relationship with the NRI customers to answer all the queries and fulfill their requirements
- Interact with the customers directly on call and Responsible to ensure all interactions are high on customer satisfaction while delivering FCR
- Additional responsibilities has assigned personally by team manager to test the capability, team management skills and confidence level, achieved his set goals and proved my ability. Proved him right and was available to handle the team and meet all the given targets in the presence/absence of the team leader
- Was always available to help the new associates and juniors to pick up the pace of the targets
- Conducted team meetings and discussions periodically to cross the given targets and maintain the quality standards

Sutherland Global Services, Visakhapatnam

Technical Support Executive (Jan 2010 - Sep 2011)

Key Profile: Joined as Technical Support Executive and later selected as a Subject Matter Expert.

- customers contact with their technical queries related to virus and security of the computers
- to resolve the customer queries and convert the call as a sales lead(cross sell the Symantec products all over the world)
- Assist the customers to install a Security Suite program on their computers by taking the Remote access instantly.
- Part of the Internal Helpdesk, handled & resolved critical customer queries / complaints as escalated by floor agents and reported to the Team Lead.
- Responsible for attaining monthly / annual targets on sales / quality, average call handling time and various assigned parameters like SLA

- Prepared & analyzed daily reports and handled the Floor in the absence of Team Leaders / Manager.
- Conducted refresher process trainings for increasing process knowledge of newly recruited employees
- Provided the best technical support customer service to the customers across the world and in turn generated revenue to the organization.

Achievements:

- Stood first on the floor as a team in a span of 5 months.
- Worked on critical and confidential process reports to generate revenue and maintain quality standards.
- Maintained zero attrition record through strong people management skills.
- Ensured performance improvement of associates by reducing call handling time.

Satyam BPO, Hyderabad

Junior GIS Engineer (Sep 2007 - Jan 2010)

Key Profile: Joined as contract base employee and settled as a Junior GIS Engineer within 6 months of time.

- Navigate, analyze and design the route maps in the application called Bison with the help of shape files provided by the clients
- update the reports daily to the client as per the requirements
- participated in the client calls to discuss about the SOP of the project

Professional Development

- The 7 Choices training (HDFC Bank)
- Basic and Intermediate workshop on Ms Excel (Satyam BPO)
- FISH Philosophy (Satyam BPO)
- Personal Effectiveness training (ICICI Bank)

Educational / Professional Qualifications

- B.Tech in Information Technology, Loyola Institute of Tech & Management, Sattenapalli (2006)
- Diploma in Electronics and Communication Engg, CR Polytechnic, Chilakaluripeta (2003)

Personal Particulars

- Date of Birth: 10th August 1984
- Languages Known: English, Hindi and Telugu
- Marital Status: Married
- Nationality: Indian
- Passport No: F4266434(Exp Date: 14 July 2015)

Declaration:

I hereby declare that all statements made in this application are true and complete and correct to the best of my knowledge and belief.

Nayamathulla Khan