

M Irshad Ahmed

Business Services Assistant Manager

Detail Oriented and self-motivated Business Services
Focused Assistant Manager with 7+ year experience.



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WORK EXPERIENCE

Assistant Manager

Tata Consultancy Services (July'2016 to Present)

- Determining, negotiating and agreeing quality procedures, standards and specifications
- Assessing customer SLA’s and ensuring these are met, analyzing the gap and fix it.
- Ensuring that project comply with standards at both organizational and client level
- Maximizing the profitability and increase Customer Satisfaction by Process Improvements.
- Forecast workload, Resource Planning and execution to ensure delivery are met.
- Cost estimation and developing budget for SOW’s and future Ramp-ups.
- Analyzing and managing Project Risk and ensuring the Mitigation plan.
- Monitoring Process, Performance, provide feedback and ensure the improvement.

Team Leader

Tata Consultancy Services (Mar’2015 to June’2016)

- Understand individual and develop strategies, the team will use to reach its goals.
- Provide any training that team members need and ensure it was understood by team.
- Communicate clear instructions to team members and guide wherever needed.
- Listen to team members' feedback and work on it to ensure the improvement.
- Manage the workflow of day-to-day operations with team members and accomplished.
- Communicate with teams about their performance and help them in their aspirations.
- Listen to team members’ feedback and resolve any issues or conflicts

Knowledge Transfer Lead

Tata Consultancy Services (Apr’2014 to Feb’2015)

- Perform Due diligence with Client and evaluate with TCS offerings and capabilities.
- Create Solution, Documentation, Cost estimation, Commercials and draft SOW’s.
- Perform Onsite Knowledge Transfer and get Signoff from Client on documentations.
- Train Offshore, define Scopes and materialize the work at offshore after successful KT.
- Handover the Project and team to the team lead and ensure Compliant to IQMS.

Quality Analyst

Tata Consultancy Services (Dec’2013 to Mar’2014)

- Perform Quality Checks on day to day production
- Conduct Root Cause Analysis, Prepare action plan and Implementation.
- Evaluate Training Need analysis and provide training to cover Knowledge Gaps.
- Prepare IQMS documents like CAPA, Control Chart, Defect Log and Quality Check Plan.

Subject Matter Expert

Tata Consultancy Services (Feb’2013 to Nov’2013)

- Manage Workflow in System to ensure the Production is not impacted.
- Guide the team on their challenges and help them to get the work done
- Oversee day-to-day team’s operation and performance and support wherever is needed.
- Understand the updates from Onshore and communicate the same to the team members
- Providing effective training and refreshers of the various modules to new joiners
- Handle queries and escalations for the team members.

Team Member

Tata Consultancy Services (Apr’2012 to Jan’2013)

- Meet daily target and KPIs
- Help project to achieve the SLA and deadlines, support other team members
- Act a good team player to achieve the same goal in team.

SOFT SKILLS

- Leadership
- Delegation
- Organization
- Public Speaking
- Conflict Resolution
- Agile Methodologies
- Management

SOFTWARE SKILLS

- Tableau
- MS Office
- Presentation
- Documentation
- Database Management

ACHEIVEMENTS

- Awarded **Best Excellence in Operations Award 2018** for delivering the best in CMI segment
- Awarded **Best IQMS Auditor** for Q1 2019 in Cognitive Business Operations.
- Successfully transitioned 8 Projects from Onsite (USA) to Offshore (India) (2015 to 2018)**
- Saved \$105M** to US Telecom Client by various Process Improvement in O2A in 5 years (2014 – 2019)
- Bagged deal of **\$5M recurring revenue** from US Telecom Client in Service Fulfillment areas (2017-2018)
- Successful execution of **SLA improvement** from **70% turnaround to 96%** in Serviceability Operations in US Telecom Client (2018)
- Maintained 3% attrition rate** throughout in average 30 members team for 5 years.

Training & Certification

- TCS **Certified Six Sigma Green Belt** with saving 30 FTE.
- Trained on **Project Management Professional (PMP)** in 2018

VISA : US B1/B2 Visa (Valid till 2024)

EDUCATION

- Master’s in Business Administration, Marketing**
Chhattisgarh Swami Vivekananda University
06/2009 – 05/2011 Raipur, Chhattisgarh
- Bachelor’s in Computer Application**
Makhanlal Chaturvedi University
07/2006 – 05/2009 Durg, Chhattisgarh
- Secondary and Higher Secondary in Math**
Chhattisgarh Education Board
05/2006 Bhilai, Chhattisgarh