

Saiyed Zakir Ali

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thegreatmuhammad14@gmail.com

Career Objective:

To be a part of growth oriented organization, which enables me to implement my skills and caliber for the development of the organization.

Work Experiences - (KPO & BPO's)

Eximious Global Pvt Ltd (Oct-21/July-23)

Position - Admin Officer

- **Trained on Doctors recruitment**
- **Trained on bookings**

Your text here 1

Responsibilities -

Contracts Management System:

- **Making contracts**
- **Making pay only contacts**
- **Making adjustments contracts**

IMS Group: (June-21 / Sep-21)

Responsibilities:

- **Recruitment of the Nurses.**

QX Global Services LLP.(Mar-18/June-21)

(Transfer from QX Recruitment Services LLP)

Position - Compliance Officer

Responsibilities -

- **DBS Check**

- **DBS Chase**
- **RTW Check**
- **Pro Indiminity**

- DBS Processing
- Enroll trainings
- Update No-show
- Update GDPR Status
- Update profile status
- Update training documents
- Making training certificates
- Chase for mandatory trainings
- Bookings & Cancellation
- Updating Online & Classroom Trainings.

IT Help-Desk:

I-Point Process overview..

These request can come by Call or email on the service desk portal.

If it's not getting resolved by the agent then this needs to get escalated to the second line team to resolve it.

Ticket's raised for..

- Unable to submit timesheet
- Client account setup
- Password reset & Account unlock
- Candidates account setup
- General Inquiry

Hands on Other Projects and Training:

- CV Formatting & Updating
- Online Data Collection for research

Prolific Research Pvt Ltd - (Oct-12/Feb-

18)

Position - Senior Research Analyst

Responsibilities -

- Data Visualization
- Advance Analytics
- Event Management
- Global Data Collection

- **Social Media Analytics**
- **Research Management**

Azure Knowledge Pvt (Dec-11/Sep-

12) Position - Process Associate

Responsibilities -

- **Global Data Collection & Management**

Varda - UK Process (July-11/Nov-11)

Position - Senior Research Analyst

Action Edge - (Dec-10/June-11)

Position - Senior Research Analyst

- **Global Research & Data Collection**

LionTEL Info Solution Pvt Ltd-(Nov-09/Oct-10)

Position - Senior Executive

- **(Promoted as QC in three months)**

Aegis Limited - (Oct-06/Dec-08-09)

Position - DHL Senior Executive - (Promoted as QC 2007)

Responsibilities -

As Executive:

- **Optimum resource utilization for the maximum service quality**
- **Working on the soft skills of the team.**

As Quality Checker:

- **Monitor calls and meet the daily as well as monthly targets.**
- **Maintain consistency in the quality scores of the team.**
- **Conduct training sessions on the common mistakes.**
- **To meet the quality parameters of the process.**
- **To conduct certification of the agents.**
- **Call calibration & Live call barging.**

Significant Accomplishment:

Extra Mileage:

Got the biggest recognition by receiving & dependability attitude. This was the pilot batch across India in recognized BPO's and Gujarat was the first region to start with.

Also received a letter of appreciation for the dedication shown to achieve targets in the month of Ramadan by getting the team of the year award from National & Regional heads of CMBU & TTSL for the year April 2007.

Om Tele-Venture Pvt (Feb-06/Sep-06)

Position - Customer Service Executive

Reliance Infocomm Ltd - (Aug-03/05)

Position - CSR

Responsibilities -

- Interface with customer to understand their requirements and customize the product.
- Maintaining the quantitative feedback of the team.
- Train new recruits by budding them.

Diploma's & Course's:

- Diploma in Computer Application
- Data-Entry Course - RTK (BNMKK)
- Receptionist Clerk Course
- Telephone-Operator Course
- Appeared in IITC
(India International Trade Centre) Airlines, Tours & Travel Management - Not Cleared

Royal Medical Society- Hyderabad Medical Training College

- Subjects -
X-Ray - Anatomy - Pathology - Radiology

Professional:

- Appeared from IGNOU & NOS
(Not Cleared)
- School - H M Vidhyalaya - Hyderabad

Skills:

- Trustworthy & Ethical.
- Top customer service skills.
- Excellent multitasking ability
- Effectively deal with conflict
- Strong listening and communication abilities

Languages:

- Urdu (Speak)
- Gujarati (Speak, Read)
- Hindi (Write, Speak, Read)
- English (Write, Speak, Read)
- Human (Understand, Speak, Read)

Interest:

- Community Service.
- Volunteering
- Charity Work
- Sports

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