Tahir A Ansari

**Tele:** +91 9724124124 **Email**: tahir.ansari99@gmail.com



##### CAREER OBJECTIVE:

Seeking inspiring position in well-diversified organization. Endeavoring to make a mark in the corporate world by possessing both the attitude as well as aptitude for the work, instilling new ideas to achieve better results.

# DETAILED WORK EXPERIENCE

**Name of the Company: Karvy Data Management Services Ltd.**

**Designation*:* Supervisor**

**Duration: 20 July 2011 - Till Date**

**Job Profile**

* Handling team of the 8 Agent In Ahmedabad Spoke.
* Taking care of Ahmadabad Spoke for KYC and doing random Audit of Customer Application Forms to ensure Quality KPI are met as per compliance.
* Daily Rejection Data Mail Distributor End.
* Coordinating with the Training and KYC team for reducing the Errors.
* Coordination for CAF Pickups across Ahmedabad as per the defined TAT.
* Updating of CAF’s Pickup MIS & flashing the Pickup Dashboard on daily basis.
* Pick up/Inward/Outward Daily Reconciliation.
* Inward/Login/Outward Daily Reconciliation.
* Coordination with Pick up Agent & Manage Pick up Agent Training In Every Month.
* Doing reconciliation of MNP & EVD CAFs and updating the data on daily basis.

**Name of the Company:Karvy Data Management Services Ltd.**

**Designation*:* Team Leader ( Virgin Process )**

**Duration: Sep 2010 to 20 July 2011.**

**Job Profile:**

* Handling a Team of 12 Agents.
* Ensuring the Daily Targets of Agents is achieved resulting 0% OE pendency.
* Taking day briefs to update the changes or challenges to the process.
* Ensuring the smooth transit of CAFs from OE to Scanning.
* Doing reconciliation of EVD CAFs and updating the data on daily basis.
* Ensuring floor decorum is maintained on all working Days.
* Updating agents with feedbacks from Quality Team.
* Escalating the System Issues faced in OE / Quality to Clients.
* Doing random audits of OE agents and giving feedback on the same.

**Name of the Company: Karvy Data Management Services Ltd. Designation*:* Quality Agent.**

**Duration: Feb 2010 to Oct 2010.**

**Job Profile:**

* Tata Docomo Quality Agent.
* Daily Basis Target are Completed.
* Every Agent Error Feedback in MY Team Leader.

**Name of the Company:Bharti Airtel Ltd.**

**Designation*:* Co Coordinator. (ARC as Franchise)**

**Duration: 6 Month**

**Job Profile:**

* Handling the ARC in 6 Agents.
* Ensuring the Daily Targets of Agents is achieved resulting in your target.
* Sales Prepaid OR Post Pain Connection Airtel.
* Daily Basis Help In Customer Problems.

# Achievements So Far

* Best OE Executive in Karvy Data Management Ltd for the month SEP-2010.

# Educational Qualification

* S.S.C Completed in GSEB.
* H.S.C Completed in BAOU.
* T Y B Arts Running in BAOU.( Dr. Bhimrao Ambedkar Open University.)

# PERSONAL DETAILS

Fathers Name : Abdul Hamid J Ansari

Date of Birth : 4th July 1987.

Marital Status : Married

Languages Known : Hindi, Gujarati, and English

Hobbies : Music and Cricket

Best Regards

Tahir Ansari

* B.Com from guj university – Year 2008

# Professional Qualification

* Having done Basic Course of Tally, Ms.- Office, Internet.
* Well versed with Microsoft Excel & Access applications & other Hardware related issues of computer.

# Achievements

* Best TL for the Month in Shell Transource.
* Best Quality Agent thrice in Aegis BPO.
* Best SME for the month in Aegis BPO.
* Best Quality Team (on the basis of overall quality & quiz average).
* Awarded with the Outstanding Performer of the Month

# Personal Details

Permanent Address :- Bapu Batry Gali, Dosu Miyas Chaul, Nr Vohra Roza, Saraspur

Ahmedabad- 380018

Name : - Altaf Primuswala.

Date of Birth : - 1st Jan 1988

# Hobbies

* Volleyball, Cricket, Listening Music, Driving, Making friends, Internet browsing.

Best Regards,

Altaf Primuswala