

Saria Elchaar

Business Analyst

CONTACT DETAILS

s.elchaar@hotmail.com

+610412200941

OBJECTIVES

To achieve the set goal in professional and personal life

FINANCIAL INDUSTRY EXPERIENCE

Super, Insurance, Bank and Investment Products/Service Business Process Outsourcing

SKILLS

Customer focus
Analytical skills
Stakeholder Management
Continuous Improvement
Interpersonal Skills

EDUCATION/CERTIFICATION

Bachelor of Technology
(Information Systems)
Business Analysis Foundation

EXPERIENCE

SUPPORT ANALYST BPO - AMP

July 2018 – To date

- Work with Heads of and Business Unit Managers to identify opportunities and assist with the implementation and transition of additional processes offshore, including benefit realization
- Provide support to the teams in the management of large/enterprise IT and Process changes
- Stakeholder management, to negotiate, consult, build relationships
- Process Documentation, create Standard Operating Procedure and guidelines to help set up realistic benchmarks to establish standards.
- Mitigating risk and adherence to compliance and standards
- Shaping the change program approach. Engaging employees with the strategic change program
- Assist in obtaining data to track KPI performance and implement tracking methodology to ensure productivity improvement plans are in place and being delivered
- Formulated & implement framework for quality, compliance & regulatory requirements
- Foster continuous improvement.
- Support teams with escalations, new user set-ups, system issue follow-ups and System testing
- Proactively foster collaboration between teams by liaising and forming close working relationships

KIND OF PROJECTS COMPLETED SO FAR

- Process Transitions
- Average Handling Time Baselining
- Legislative & Regulatory changes to process



RELEVANT PREVIOUS EXPERIENCE

CUSTOMER SERVICE CONSULTANT – AMP

October 2015 to July 2018

- Managing large amounts of inbound in a timely manner
- Identifying customers' needs, clarify information, research every issue and providing solutions
- De-escalate situations involving dissatisfied customers, offering patient assistance and support
- Help to train new employees and inform them about the company's customer management policies
- Collaborate with other call center professionals to improve customer service

REFERENCE

Provided on request

