

MD ISHTIYAQ ALAM

Railway Quarters No: 812/1, South Lalaguda, Mettuguda, Secunderabad - 500017.

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Objective

To expand leadership responsibilities, improve organizational ability to exceed corporate goals and help honour all the commitments made.

Experience

Foundever, India

Team leader: From May 22nd-2022 till date.

- Communicating information/targets & updates to all team members.
- Managing and driving targets and performance.
- Tracking and updating performance files for team members on a daily and weekly basis.
- Dealing with schedule changes, employee breaks and other staffing issues.
- Motivating team members to perform well and addressing employee problems.
- Delegating tasks to team members and managing projects assigned.
- Providing training and coaching to ensure everyone is performing their job properly.
- Attending client calls and presentation required stuff on calls.

SUBJECT MATTER EXPERT

Foundever, India

- Providing assistance to team members and helping them to resolve customer concern.
- Training the team members on all the guidelines to be followed.
- Allocating the work on a daily basis to the team members.
- Ensuring the key tasks are completed on a daily basis.
- Conducting huddles to make sure team members are up to date with all processes.
- Sharing hourly report to track the daily performance.

CUSTOMER SERVICE REPRESENTATIVE

(Overall experience of 4 years as customer service representative for both voice & non voice process)

Sykes Business of India Pvt Ltd & 24/7.ai.

- Provide exceptional customer experience on every interaction.
- Establish rapport and acknowledge customer to have proper connect with customers.
- Probe appropriately to understand customer their requirements.
- Upsell and offer services as per customer requirements.
- Meet daily, weekly and monthly client targets.
- Attending huddles\quality sessions to improve performance.

Education

2014 to 2018:

Completed graduation in B.Com Computers from Railway Degree College with 933 marks

2012 – 2014:

Completed Intermediate from Railway Junior College with 807 marks.

2012:

Completed schooling (SSC) from Railway Boys High School with 6.0 GPA

Awards and Acknowledgements

- Received best agent award – JAS 2018 Quarter in 24/7.ai
- I was honored by Team work and Ownership badges under I'm Professional Campaign by 24/7.ai
- Assigned as HR buddy in organizing office events and was awarded best HR/Engagement buddy for the year 2019 in 24/7.ai
- Received best agent award – Q3 Quarter 2021.
- Received best SME award – Q1 Quarter 2022.
- Received Star Award - Coach of the Quarter Q2 2023
- Received Star Award - Retention Star Quarter Q1 2023
- Worked as POC for Agent Scorecard, Contest, Transport Allowance validation.

Skills

MS Office, MS PowerPoint, MS Excel, Email Communication, Documentation, Leadership.

Additional Responsibilities

- Training up junior and new staff and mentoring them.
- Updating Knowledge Articles for the Team for Process improvement.