

Adil Ansari

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Seeking a challenging career with an intension to make a significant contribution to the organization with my skill sets and experience. I aim to be part of progressive organization which gives opportunity for individuals to contribute directly to organizational growth while giving equal attention in accelerating one's personal growth.

PROFESSIONAL SYNOPSIS

- Awarded as "Attrition Control Expert" for 3 consecutive months.
 - Recognised as "Undisputed Team Leader" for 6 months for meeting all KRA's.
 - Successfully implemented Emotional Intelligence logics which resulted in best service delivery and Positive work culture.
 - RnR winner for Process Engagement & Fun activities.
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CORE COMPETENCIES

- Proficient in use of Process mapping tools: Microsoft Excel, Microsoft PowerPoint
 - Problem Solving Abilities
 - Time Management
 - Good Interpersonal and Networking Skills
 - An appetite for continuous improvement by undertaking learning activities pertinent to tools, processes and industry concepts
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PROFESSIONAL EXPERIENCE

Organisation –Teleperformance (formerly Intelenet Global Services)

Since Sep'2019 – current

Team Lead

Job Role:

- Shrinkage / Attrition Management.
 - Handling Team of Multi-Lingual Candidates.
 - Individual Production for hands-on experience.
 - Responsible for Productivity / Quality deliverables.
 - Subject Matter Expert.
 - Process Calibration.
 - Audits & Feedback Mechanism.
 - Coordination with different team.
 - Organising Client-Meet & Team-Meet.
 - L & D training.
 - Transition of OJT / NHT batches.
 - Adherence to escalation matrix.
 - Track and achieve project milestones for must win battles.
 - Marinating daily, weekly monthly reports
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Organisation –Eureka Outsourcing Pvt Ltd
Since August'2017 – Aug'2019
Team Lead – Sales Process

Job Role:

- Meeting Sales Target.
- Provide experts subject matter knowledge on process and workflow.
- Recommend Process enhancements based on feedback and requirement raised by users.
- Governance of all Operational Records like: Leave / Attendance / Production, etc.
- Soft skills, Behavioural Training implementation for improved client satisfaction.
- Setting up weekly client meet to understand their issues/requirements.
- Email Coordination with cross functional team.
- Responsible for Interview: Process specific.
- Call-Barging for process improvement and feedback.
- Ensuring Updates roll-out across all the verticals.
- Ensuring Process Knowledge Test to study gaps and schedule training accordingly.

Organisation – Pharmotips Healthcare Pvt Ltd.
Since April'2015 April'2017
Sales Representative

Job Role:

- Responsible for meeting sales
- Business Administration Process
- Creation of Recovery Mechanism & Back-up mechanism
- Collection / Accounting
- Reframing strategies with target and loss.
- Organising client meet & feedback process.
- Governance of all Operational Records like: Leave / Attendance / Production, etc.

EDUCATIONAL QUALIFICATION:

H.S.C.
Graduation.

PERSONAL VITAE:

DOB : 18th Sep, 1995
Gender : Male
Marital Status : Unmarried
Languages Known : English, Hindi, Arabic, Urdu
Nationality : Indian

Date:

(The particular given above are true to the best of my knowledge and belief)