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Hyderabad 500045

## Skills

- Quality Control
- Performance monitoring
- Schedule Management
- Teamwork and Collaboration
- Leading Team Meetings
- People Management
- Team Check-Ins
- Problem-Solving

## Education And Training

06/2016

**Bachelor Of Science:**

Computer Science of Engineering

**Vishwa Bharathi College Of**

**Engineering**

Hyderabad

## Languages

**English:** First Language

**Hindi:** C2

Proficient (C2)

**Telugu:** C2

Proficient (C2)

# Rizwan Uddin Mohammed

## Summary

Motivated Team Lead possessing excellent leadership and planning abilities. Focused on delivering high-quality products on tight schedules. Monitors, trains, and encourages employees to improve skills and meet demanding targets. History of successfully developing and managing strong teams through proactive training and issue management.

## Experience

**Accenture Solution PVT LTD - Team Lead**

Hyderabad

05/2018 - Current

- Established clear expectations for employees, providing guidance when needed.
- Provided coaching and feedback on employee performance, encouraging professional development.
- Collaborated with other departments to ensure alignment of goals across teams.
- Conducted regular performance reviews to assess individual team member progress.
- Ensured compliance with all safety regulations in the workplace.
- Participated in regular meetings with senior leadership to provide updates on team progress.
- Created training materials and conducted group trainings on new processes or procedures.
- Maintained a positive work environment that promoted collaboration between team members.
- Mentored newly hired employees on machine operations and implemented training on safety procedures to prevent injuries.
- Motivated and empowered team members to build customer satisfaction and loyalty to support retention and growth.
- Established clear team goals aligned with company objectives, tracking progress regularly.
- Completed daily quality assurance duties to provide feedback for improvements.
- Offered training and support to keep team members motivated and working toward objectives.

**ICICI Bank - Banking Officer**

Hyderabad

12/2016 - 05/2018

- Analyzed customer financial needs and recommended appropriate banking products.

- Resolved customer complaints in a timely manner.
- Advised customers on how best to manage their finances according to their individual goals.
- Evaluated member's creditworthiness for new services.
- Determined whether members were eligible for new services.
- Provided value-added approach to meet customer personal financial needs by analyzing and profiling customers and cross-selling financial products.
- Addressed and resolved customer complaints, leading to a marked improvement in customer satisfaction scores.
- Provided customer service by responding to emails and phone calls in a timely manner.
- Issued debit cards and checks to customers upon request.
- Provided customer service to clients regarding banking products and services.
- Maintained accurate records of all KYC documentation and analysis results.
- Analyzed customer data to identify suspicious activity or potential money laundering schemes.
- Updated client profiles with relevant KYC information.

## Accomplishments

- Received Encore award for the month of Jan-2024
- Best QA award for the year 2023
- Star of the Business award for the month of Nov -2023