# Imtiyaz Ahmad Shiekh

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**OBJECTIVE**

To work in the most challenging position with an organization that provides ample opportunities to learn and to contribute. To be invaluable resources for a well respected organization that will provide an atmosphere conductive to my professional and personal Growth.

**Career Synopsis**

* A Competent professional with over 9 years of experience in Operations Management, Quality Assurance, Client Serving, process Management and Team Management.
* Proficient in managing & leading team for running successful process operations & experience of implementing procedures, services standards for business excellence.
* Skills in conducting various technical training sessions for enhancing the performance and quality of services.
* Strong communication & interpersonal skills with proven abilities in customer relationship management & team management.
* Self motivated and organized individual who adapts well to the new tasks.

**Operations Management**

**Client Servicing:**

* Implementing short and long term plans for achieving process objectives.
* Indentifying improvement areas &implementing measures to maximize clients satisfaction.
* interacting with clients through e-mail and weekly conference calls to review and resolve operational issues.
* Ensuring continuous interaction with clients to make sure that area of concern can be worked upon for improved service levels.

**Team Management:**

* Interacting with support functions for staffing & scheduling requirements, performance reporting etc.
* Managing & Monitoring the performance of team, maintaining shift statistics to ensure efficiency in process operations.

**Process Management:**

* Ensure process operates efficiently according to client and company measures.
* Work with support departments to ensure staffing strategies are effectively executed.
* Plan for upcoming organizations needs and implement strategies in a proactive manner.
* Responsible for undertaking continuous process improvement activities.
* Document and communicate system and business process gaps.

**Quality Management :**

* Ensuring a high quality Customer experience, elevating customer satisfaction, while adhering to the SLA and work processes and thus managing cost- effective operations.
* Executing various quality improvements methods.

**Client Relationship Management:**

* Supervising Client service operations for achieving quality services.
* Maintaining cordial relations with client to sustain the profitability to the business.
* Handing client grievances and resolving issues.

**EDUCATIONAL QUALIFICATION**

10TH, 12TH (State Board of School Education J & K)

B Sc IT (Sikkim Manipal University Bangalore)

M Sc IT ( CJM University Meghalaya)

PGDHA (MKU University Mudari)

**COMPUTER SKILLS**

* Operating System : Windows 98, 2000 & XP
* Application Packages : Word Processing – Ms Office, Ms Excel, HTML, Coral Draw, Photo Shop, etc.

**Competencies**

* Good written communication and presentation skills.
* Good team player.
* Organized at work.
* Quick learner.
* Self starter and motivated.
* Honest, Sincere and Hard worker with a high level of Integrity.

**WORK EXPERIENCE**

1. Organisation :HealthTree Services Private Limited Bangalore

Tenure : 26th November- 2009 – till date

Designation : Assistant Manager, Finance/ Client Relations Team.

* + - * Keep a track of SL and Al to be maintained at 99 %.
      * Handling a client relationship team.
      * Motivating a team members and equip agents for the next level.
      * Audit live calls and give real time feed back to improve performance.
      * Discuss one to one with the associates and set goals for the coming future.
      * Share the ideas and plans with the immediate reporting manager to stream line the process, then execute the plan after getting an approval from the managing director.
      * Handing all accounting work and prepare monthly invoices.
      * Maintained attendance track.
      * Maintained Employees PF, PT, ESI and Leave records.
      * Maintained Employees duty shifts and Timing schedule.
      * Maintained daily cash records.
      * Maintained above 100% quality scores continuously.
      * Maintained 99.9% Clients Satisfaction.

2. Organization : VManagerz Bangalore

Tenure :14th February – 25th Dec-2007

Designation : Marketing Executive.

3. Organization : HealthManagerz Bangalore

Tenure : January, 2008 – Oct-2009 (at)

Designation : Marketing Executive.

Taking customer related calls and solving their concerns with better excellence and better customer satisfaction.

4. Organization : Tabasum Institute of Computer Education, J&K

Tenure : January, 2004 – March-2005

Designation : Computer Teacher.

5. . Organization : Welfare Hospital

Tenure : August, 200 5– November-2006

Designation : Client Executive and System Admin.

**PERSONAL DATA**

Name : Mr. Imtiyaz Ahmad Shiekh

Father’s Name : Mr. Gh. Mohammed Shiekh

Date of Birth : 8th February 1982

Nationality : Indian

Sex : Male

Martial Status : Married

Present Address : No.9, 3rd Floor, 7th Cross, H. M Road,

Lingrajpuram, Bngalore- 560084.

Permanent Address : R/O Bicherwara, The. Hundwara, Distt. Kupwara.

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**STRENGTH:**

* Self motivated & Hardworking.
* Punctuality
* Supportive attitude in team work
* Responsibility
* Passion to explore new arenas.

**MY HOBBIES:**

* Listening classical and Hindi Songs
* Playing Cricket
* Cooking
* Horse Riding
* Computers

**DECLARATION:** I hereby declare that the information furnished above is the best of my knowledge and belief. I understand that if the information is found fault my application can be reject.

Place: Jammu & Kashmir Signature

Date: 24th May 2016. Imtiyaz Ahmad Shiekh.

This is a computer generated Resume sent as E mail attachment and does not require Signature.