

Mohd Aslam Ali

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CAREER OBJECTIVE:

To be in a position which is best suited to my knowledge and build a career in an organization where team work and hard work is appreciated.

EDUCATIONAL QUALIFICATION:

- BCom (computers) from Osmania University, Hyderabad.
- Intermediate from Sultan ul uloom junior college, Hyderabad.
- SSC from Rahmath Nagar High School, Hyderabad.

SKILLS AND ABILITIES:

- Attrition and forecasting, comprehensive and working knowledge of dealing with customers' data.
- Good knowledge of accounts, computer proficiency, ability to work with web-based applications.
- Efficient in web programming, MS Office.

Team Management.

Data analyst

Data management

Quality Assurance

WORK EXPERIENCE:

- Working as a Process Associate KYC and data analyst (BPO-1) at Tata Consultancy Services for the last 4.5 years in the HSBC BO project.

STRENGTH:

- Positive attitude
- Strong time management skills
- Quick learner

ROLES AND RESPONSIBILITIES:

- Performing various account opening and account closer actives.
- Providing Credit card and overdraft facilities to the customer.

- Performing payment and transaction as per customer request.
- Performing CDD to evaluate risk category of the customer to avoid any kind of uncertainty.
- Provide feedback on uniform application of guidelines and procedures.
- Conduct briefings for teams.
- Conduct floor improvement activities on a regular basis.
- Identify unethical practices and highlight.
- Provide inputs to meet the operational goals.
- Mentor newly hired representatives to ensure a smooth transition from learning environment to daily production environment.
- Handling escalations from the client and customers.

ACHIEVEMENTS:

- I was given the position of Verifier Lead and was moved into Quality Team within a year.
- Received appreciation from managers and clients for consistent contribution to business and taking initiative for new ideas.

PERSONAL DETAILS:

Date of Birth : 03-03-1994

Marital Status : Married

Languages Known : English, Urdu, Hindi, Telugu

Father's Name : Mohd Hasham Ali

Nationality : India

DECLARATION:

I hereby declare that the information furnished above is true and authentic to the best of my knowledge.