

# Imran Khan A

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 Bangalore, India

## Synopsis

Management Professional with 6+ years of excellent experience in Client engagement and staffing services.

Having exposure in end to end client management and Account Management role. Experience in handling Fortune 500 Client's Account catering and supporting their staffing needs. Major on providing recruitment services which includes contract, contract to hire staffing.

Excellent knowledge in Contract staffing, Client Management and entire lifecycle of recruitment process, An extensive background in Corporate, Consultancy Recruitment and Contract staffing.

## Skills and Strengths

- Proficient, industrious and goal-oriented.
- Adaptable in any environments and fostering team spirit.
- Good communication and Interpersonal Skills.
- Ability to handle stressful situations with perseverance and professionalism.
- People Management Experience and ability to manage a Team efficiently and effectively.
- High energy Level and capability to handle multiple tasks simultaneously.
- Flexible and adaptable to effectively manage in a rapidly changing environment.
- Quick learner and implementer, with lots of creative ideas.
- Self Confident
- Workaholic with Quality and Quantity Work.
- Pro-active, good analytical skills and Documentation skills.
- Self motivator and a go-getter, striving to be always on the top.
- Big picture thinker
- Problem solving skills and Inter-personal skills.
- Believes in "**Ideas get value only when implemented and acted upon**".

## Employment History

1. Working as Team Lead (Account Manager) in Alchemy Techsol India Pvt Ltd, from May 2014 to Nov 2016.
2. Worked for Axis Securities Ltd (Authorized Vendor of Axis Bank) from Jan 2013 to Jan 2014 as Business Associate.
3. Worked for First Source Solutions Limited from June, 2010 to Jan 2013 as Senior Executive. (Project Lead)

## **Job Role and Responsibilities**

### **Alchemy Techsol India Pvt Ltd (Staffing) :**

- ✓ Responsible for Account management and Delivery for **IBM, HP, DanskIT, Synapse and Vcentric.**
- ✓ As an Account Manager working closely with the client to understand the criticality or urgency of the requirement in order to cater the client with the best and perfect fit to the project without any hiccups.
- ✓ Proactively and aggressively work with clients to become their preferred partner and also to get exclusivity to fulfill their staffing needs.
- ✓ Directed growth of existing client relationships, expanding contract and new services that can be offered.
- ✓ Involved in client service End to End, meeting clients and getting requirement. Attending vendor meet calls and etc.
- ✓ Generate more business from existing client for account growth.
- ✓ Increase the Revenue, Headcount, & Margin among the assigned clients.
- ✓ Involved in fixed term contract and contract to hire for IT staffing.
- ✓ Enhance client relationship & account penetration through regular client meetings and interactions.
- ✓ Involved in Bench Selling wherein the details of our internal bench resources are shared with clients to check if the resources can be deployed in specific projects.
- ✓ Manage a team 8 recruiters and 1 TL to fulfill the staffing requirements from the clients.
- ✓ Mentor and train the team as and when required.
- ✓ Conduct and coordinate walk-in drives for client requirements.
- ✓ Interact with the client on a daily basis to generate new requirements and also to give status updates on the ongoing requirements.
- ✓ Negotiation with the clients on the billing rates of selected candidates.
- ✓ Involved in Vendor Management for bulk requirements.
- ✓ Monitor team performance and ensure that the team is productive and successful.
- ✓ Drive the team towards achieving targets by motivating and mentoring them
- ✓ Follow-up with clients on profile and interview feedbacks.
- ✓ Expediting selections towards closures.
- ✓ Salary and joining date negotiations with candidates.
- ✓ Carry out onboarding formalities/process for the selected candidates and ensure that the documentation is done as per the client and internal practices.
- ✓ Ensure that the BGV & Ref checks are completed within the TAT and proper documentation is done for the same.
- ✓ Handle grievances of the team members and ensure that the team is motivated & focused towards the goal.

### **Axis Securities Ltd :**

- ✓ Client interaction/follow-ups on a daily basis to get updates on loan approvals and disbursement.
- ✓ Responsible for client satisfaction on their set targets.
- ✓ Responsible to bring in the new product requirement from the client.
- ✓ Responsible for Loan Disbursements.
- ✓ Maintained a team of 7 for Loan Disbursement.
- ✓ Reports on a Weekly basis for the amount disbursed.

- ✓ Conducted **team building** workshops for the group with the aim of bringing down communication barriers within different levels in the group.
- ✓ Focus on building long-term, trusting relationships with clients.
- ✓ Conduct skip level meetings.
- ✓ Providing data assistance for compliance scorecard, monthly and quarterly business reviews.
- ✓ Managing the Dissatisfied Customers and any disputes on Loan Issues.
- ✓ Weekly calls with the Senior Managers and Business Head regarding the Loan disbursements.

### **First Source Solutions Limited :**

- ✓ Worked on Client request for their Invoices and CDRs.
- ✓ Handling Escalation mails/calls and concentrating on Client satisfaction response.
- ✓ Weekly calls with the clients regarding the workflow and improvements in the process.
- ✓ SPOC for Kaizen Ideas.
- ✓ Moved to the New Project (VEC) and managed a team of 10 as Project Lead.
- ✓ Client interaction on a daily basis to understand the issues and resolve accordingly.
- ✓ Training new Joiners according to the Client requirement.
- ✓ Created effective meeting agendas in order to capture appropriate client information, needs, and concerns.
- ✓ Obtained a detailed understanding of clients' internal processes and workflow to enable better service delivery and enhanced client relationships.
- ✓ Educated and updated clients on procedural, technological, compliance and regulatory changes affecting workflow, pricing, technology and service.
- ✓ Developed, implemented, and monitored programs to maximize revenue.
- ✓ Built and maintained very strong business relationships to ensure retention.
- ✓ Learning new technologies, techniques and Implementing in the Project for quick resolution and maintaining the SLA.
- ✓ Created a culture of personal development that ensures a highly effective and multi-skilled workforce.
- ✓ Exuded extensive problem solving capabilities/solutions for clients and Customers.
- ✓ Providing Online access to the high rend customers.
- ✓ Authorized lead to Increase and decrease the bandwidth.
- ✓ Assisted the HR Team in Onboarding, Joining Documents and other related things in VEC Project.

### **Academics**

- ✓ SSLC in St Joseph's High School, Bangalore.
- ✓ PUC in Vijaya PU College, Bangalore.
- ✓ B.B.A in Annamalai University, Bangalore.
- ✓ MBA from Sikkim Manipal University, Bangalore.

### **Achievements**

- Awarded the Best Performer in the month of July 2011 in **First Source Solutions LTD.**
- Promoted for new **Online Access Project** in Verizon Telecom.
- Received an award from client for the Outstanding performance in the new project. (**VEC**)
- Best Attendance award received for the year 2012.
- Received Cookies award for various contributions made to the project.
- Top appraisal rating "**OutStanding**" given by the Project Manager for the quality of work and

delivery.

- Received the Award from PAN India Head in **Axis Bank** for excellent coordination within the Client and high profile customers.
- Rewarded as Most Energetic Person in the Organization at **Axis Securities LTD.**
- Received appreciations from CEO and Senior Managers of **Axis Securities LTD.**
- Appreciation and Kudos from the Clients.
- Have received "High Project Deliverables" in the year 2015.
- Appreciation mail from client (**DanskIT and Synapse**) for **Quick Onboardings** without errors as per their requirements.

## Extra Curricular Activities

- Conducting process training to new joined employees.
- Responsible for Quality Audits.
- Motivating the Team on Growth in Company.
- Daily Overall Feedbacks.
- Taking initiatives to improve team quality.
- Assisting the teammates in work.

## Trainings Attended

- Yellow Belt Training (Six Sigma).
- Parallel Thinking (Six Thinking Hats) a concept introduced by Dr. Edward De Bono.
- MBTI or Myers Briggs Type Indicator which helps to identify valuable differences between people which can be the source of much misunderstanding and miscommunication.

## Trainings and Development

- Responsible for Training the team on Online Access Project.
- Trained the team on Swift and hassle free loan disbursement on a timely manner.
- Trainings on the projection of demands.

## Linguistic Skills

Language	Speak	Read	Write
English	✓	✓	✓
Hindi	✓	✓	✓
Kannada	✓	✓	✓
Tamil	✓		
Urdu	✓	✓	✓

## Hobbies and Interests

- ❖ Browsing and grasping the valuable information.
- ❖ Interacting with people and learning things.

## **Personal Details**

Father's Name : Mr. Akbar Khan.

Date of Birth : 03<sup>rd</sup> October 1989.

Sex : Male.

Nationality : Indian.

Marital Status : Single.

## **Declaration**

I hereby declare that, the above-furnished details are true and correct to the best of my knowledge, information and belief.

Date :

**Yours Sincerely**

Place : Bangalore

[Imran Khan]

## **References :**

**Available on request**