

Mohammed Nauman N  
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### ***Customer Operations Management and Information Management Professional***

*A highly motivated and result driven professional utilizing enthusiasm, perseverance with analytical and logical skills and strong desire to learn, to contribute and make a positive difference to the organization. Seeking a challenging and fulfilling role preferably in the areas of Customer Operations/ Account Management.*

#### **Profile at a Glance:**

- Around 6 years of experience in Customer Operations and Information Management with recognitions and accolades.
- Proven skills in managing teams to work in sync with the corporate set parameters & motivating them for achieving business and individual goals.
- Acting as an escalation gate to resolve critical issues of the customers.
- Ability to adapt well and perform in new competitive environment with flexibility towards shifts in working and excelling under high pressure and diverse situation.
- Adept at effectively dealing with customers and associates to meet their satisfaction utilizing customer centric approach combining relationship building and customer retention abilities.
- Hard working and committed with an ability to take up responsibilities and deliver positive results
- A self-motivated and diligent team player possessing highly evolved and demonstrable communication, interpersonal and leadership skills; strong analytical mind-set to learn quickly and high confidence to draw estimation & take up new challenges combining excellent problem solving skills.

#### **PROFESSIONAL EXPERIENCE**

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#### ***Chola Mandalam MS General Insurance LTD. Assistant Team Lead and MIS ( Nov 2018 – Present).***

#### ***Company Profile:***

Cholamandalam MS General Insurance Company Ltd (Chola MS) is an Indian insurance firm and a joint venture between the Murugappa Group, an Indian conglomerate, and the Mitsui Sumitomo Insurance Group, a Japanese insurance company.

The firm produces a range of insurance products, including accident, engineering, health, liability, marine, motor, property, travel and rural insurance for individuals and corporate insurance. The company achieved a Gross Written Premium of Rs.13465 million in 2011 – 12. The company has 93 branches and over 6,000 agents across the country.

#### ***Job Profile:***

- Go-to-Guy for Resolution of Customer queries and complaints which are high on priority.
- Oversee and make sure of smooth flow of operations on the floor and allocate work to subordinates within the team.

- Coalesce with higher management in brainstorming sessions carry out their instructions with the team.

***Achievement:***

Promoted to Assistant Team Lead from Customer Care Executive on the basis of excellence and great performance in Operations and Floor Responsibility.

***Farida Prime Tannery (Part of Farida Group).***

***Export Manager.***

***(March 2016 – Nov 2018).***

***Company Profile:***

Farida Prime Tannery is a multi-million dollar company and is one of the largest leather manufacturing companies in India based in Chennai, it employs more than 20000 people. The Group has 13 factories spread across Asia, Africa and Europe and has grossed 203 million USD in revenues.

***Job Profile:***

- Responsible for End-to-End Customer Order operations and deliverables for multi-national brands such as Colehaan, Denver, Vince Comuto, Merrell, and Nine West.
- Coordinate with the Customer and carry out their instructions with the shop-floor and make sure the deliverables are on time.
- Account management with the outlook of increased customer satisfaction and increase in retention & account growth.

***Achievements:***

Promoted to the role of Export Manager from the role of Merchandiser on account of par excellence in maintaining smooth Operations and Customer Satisfaction.

***Consim Info Pvt Ltd (Matrimony.com).***

***Customer Care Officer.***

***(Nov 2014 – Dec 2015).***

***Company Profile:***

Consim Info Pvt Ltd (Matrimony.com) is a flagship brand of matchmaking services. It employs more than 4000 people across 20 locations in India.

***Job Profile:***

- Responsible for managing of Customer Queries and escalations with full ownership.
- Adept knowledge of products and services offered by the company.
- Account management with the outlook of increased customer satisfaction and increase in retention & account growth.

***Achievements:***

Received "Quality Service", "Customer Delight" and "Out of the box initiator" awards from the higher management.

## EDUCATION

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- ❑ Bachelor of Commerce (Finance And Accounts) from Islamiah Boys College (Autonomous) | 2011-2014.

## PERSONAL DETAILS

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Name: Mohammed Nauman N

DOB: 16<sup>th</sup> June 1993.

Marital Status: Single

## PERSONAL PARTICULARS

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**Languages Known:** English, Hindi and Urdu

**Hobbies:** Listening Music, Travelling.