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**Profile Summary**

Dedicated and results-driven professional with 13+ years of experience in Traditional/cloud-based Omni-channel contact center solutions(Cisco WebExCC, Amazon Connect, Aspect UC), seeking a challenging role in a dynamic organization to leverage my skills in design, deployment, administration and Contribute to improving continuous customer service delivery and support operations

**Experience:**

**Manager - Cloud Contact Center Infrastructure | Ozonetel Communications (P) Ltd | Hyderabad | Nov 2020 - Present**

•Administration of contact center on cloud-based solution, resulting in a 15% increase in efficiency and 8% reduction in operational costs.

•Implemented and maintained cloud-based contact center technologies, including IVR flow design, chat bots, resulting in improved call quality and reducing average handling time of customer experience.

•Collaborated with cross-functional teams to develop and implement strategies for improving customer service, resulting in a 15% increase in customer satisfaction scores.

•Conducted regular performance assessments, analyzed data, and prepared reports to provide insights into contact center performance and identify areas for improvement.

•Led training sessions for staff on the effective use of cloud contact center tools and technologies, resulting in increased agent proficiency.

**Team Lead - Global Technology Infrastructure | JP Morgan | Hyderabad | Apr 2018 - Jan 2020**

•Demonstrated exceptional response time and problem-solving skills in addressing P1 outages in IT production environments, ensuring minimal downtime and customer impact.

•Collaborated seamlessly with cross-functional IT domain teams, facilitating rapid communication and efficient coordination to deliver prompt solutions and retaining transparency throughout the resolution process.

•Maintained thorough documentation of issue resolution procedures, involving in periodical checks on infra design for disaster recovery situations

**Senior Engineer - Global Voice and Contact Center Support | HSBC India (P) Ltd | Hyderabad | Aug 2005 - Sep 2016**

•Managed onboarding and configuration of a contact center solution, including the integration of ACD, IVR, CTI, recording solutions and real-time/historical reports resulting in a seamless customer experience.

•Engaged in key engineering infra projects, orchestrating on-premises data center consolidation, virtual private cloud migration, product upgrades in production, driving project success and exceeding expectations.

•Implemented data-driven decision-making processes, using analytics to identify trends and make recommendations for process improvements.

•Liaison with different supported product teams and service providers for addressing technical issues and managing vendor relationships.

•Collaborated with Global IT teams to ensure security, compliance, and disaster recovery measures are in place for smooth operations of contact center environment.

**Previous Experience**

Network Engineer | Network Solutions (P) Ltd | Apr 2003 - Aug 2005

Trainee Telecom Engineer | VSNL | Jun 2001 - Jun 2002

**Skills**

•Cloud Contact Center Solutions (Cisco WebEx, Amazon Connect, Aspect UC )

•ACD, IVR Scripting, Call flow design

•CRM Integration (e.g., Sales force, Zen desk)

•Speech-enabled IVR, voice bots, chat bots

•Interaction recordings /performance analysis

•Metrics - Real-time, Historical reports

•Performance dashboards and visualization

•Outbound campaigns/dialing

•Knowledge on Linux & cloud service providers (AWS & Azure)

**Education:**

•Bachelor's in computer science | Andhra University | 1998

•PG diploma in IT/computer science curriculum | NIIT | 2000

**Certifications:**

•Aspect contact center Admin (ACD & call flow design)

•Cisco Certified Network Associate

•ITIL V3 trained