

Imtiyaz Ahmad Shiekh

R/o Bicherwara, Teh Handwaara, Distt. Kupwara,
Block. Langate, Pin.193302.

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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 conducive 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.
- Identifying 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.

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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.

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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.

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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.

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Client Relationship Management:

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

EDUCATIONAL QUALIFICATION

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|-------------------------------------|---|
| 10 TH , 12 TH | (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

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|-----------------|--|
| 1. Organisation | :HealthTree Services Private Limited Bangalore |
| Tenure | : 26th November- 2009 – till date |
| Designation | : Assistant Manager, Finance/ Client Relations Team. |
| | <ul style="list-style-type: none"> Keep a track of SL and AI 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 | :14 th February – 25 th 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, 2005 – 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

Marital 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.
Block. Langate, PO. Kargund, Pin. 193302.

Contact No : +91 9980650013 / 9845494157

E-Mail : imtiyaz.shiekh@gmail.com / vimtiyaz@yahoo.com

MY HOBBIES:

- Listening classical and Hindi Songs
- Playing Cricket
- Cooking
- Horse Riding

STRENGTH:

- Self motivated & Hardworking.
- Punctuality
- Supportive attitude in team work

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.