Mohammed Salman Quraishi -

Vehicle Control, Safety Manager & Dispatcher

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• Hyderabad

Experience

Averda Waste Management

Oct 2021 - present

Vehicle Control, Safety Manager & Dispatcher

- Trained employees in most current regulations and practices in effort to prevent mishaps and promote overall safety.
- o Optimized new employee training on gear and procedures to maximize team safety.
- Coordinated responses to emergencies by dispatching vehicles and bringing in additional personnel.
- Maintained safe work environment and confirmed current compliance with HSSEQ and other governmental regulations.
- Evaluated current operational processes to help develop, implement and improve practices.
- Monitored driver locations in field and solved discrepancies to keep team on-track.
- Controlled costs with optimized route plan to maximize daily appointments and minimize time or field waste.

Synchrony Bank

Feb 2021 - Sep 2021

360 Collections

7 Months

- Used scripted conversation prompts to convey current account information and obtain payments.
- Worked in call center environment handling manual and automatically dialed outbound calls
- o Achieved performance goals on consistent basis.
- Set up drafts and processed immediate payments after conducting thorough research and analysis of account.
- Delivered exceptional customer service on collection calls and maintained calm and professional demeanor.
- Listened to customers and negotiated solutions that met creditor and debtor needs.

Amazon.com

Oct 2018 - Jan 2021

1 year 9 Months

- Middle Mile Operations Representative

 o Supporting operations in middle mile logistics
- o Providing track and trace operations
- o Providing route and node management operations
- o Supporting on-road phone support to multiple shareholders
- Created plans and communicated deadlines to complete projects on time.
- o Conducted research to address shipping errors and packaging mistakes.
- Worked with vendors to schedule daily pickups and weekly deliveries.
- Developed warehouse system that provided best cost with appropriate service levels to achieve organizational goals.
- Maintained excellent working relationships with customers by efficiently responding to inquiries and complaints concerning work orders, invoices and shipments,.
- Managed loading, unloading, movement and sorting of supplies to keep deliveries on schedule.

AlfMatrix U.A.E

Nov 2017 - Jun 2018

Warehouse & Logistics Coordinator

7 Months

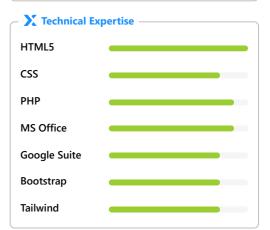
- Liaised between warehouse personnel and customer to facilitate account and operational
- o Revised and developed procedures to reduce risk and achieve compliance.
- Oversaw inventory control levels and verified compliance with storage and organization processes
- Adhered to industry best practices for warehousing, material handling and documentation.
- o Oversaw daily operations and shipping and handling processes.
- o Created plans and communicated deadlines to complete projects on time.
- Developed team communications and information for meetings.

About me

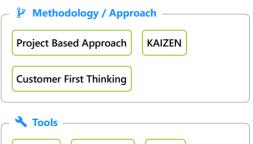
I am a tech junkie and cant stay away from technologies. Ever since I started my careers, I have always kept a cloud computing resource to tinker with. My career started with a fortune 500 company and one of the best organizations to work for and I was fortunate to have my career start from Amazon.com. It polished my communication , people management and empathy skills to next level. My goal is to be a jack of all trades. Just like the quote - "A jack of all trades is a master of none, but oftentimes better than a master of one"

• Career Objective

Eager to expand my skill set through external trainings to help boost all major front desk KPIs. Hoping to leverage organizational skills to help whichever organization I work for and introduce time-saving schemes for anyone who can accept change.









± Education

B.Tech

2010 - 2013

Information Technology

Moghal College Of Engineering & Technology

High School 2009 - 2010

Amazon.com

Oct 2014 - Aug 2017

Last Mile Operations Representative

3 Year 10 Months

 Facilitated communication among team to reduce process lags and troubleshoot issues effectively.

- Drove operational improvements which resulted in savings and improved profit margins.
- o Supported Delivery Agent on-road calls
- o Supported Fresh CS calls and tickets
- o First member of DNR Project Pilot batch
- o Kaizen representor and core development of DNR project

Amazon.com

Apr 2014 - Oct 2014

Customer Service Representative

5 Months

• Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.

- o Answered customer telephone calls promptly to avoid on-hold wait times.
- Clarified customer issues and determined root cause of problems to resolve product or service complaints.
- Cross-trained and backed up other customer service managers.
- o Maintained up-to-date knowledge of product and service changes.

Certificates and Awards

ROC Champion Award, Amazon Development Center - For best associate on floor ROC Innovation Award, Amazon Development Center - For leading and finishing DNR project with success

Star Citizen Award, Amazon Development Center - For highest achievement during 2018 Peak
Target Breaker Award, Amazon Development Center - For highest achievement during 2018 Peak

Math Physics Chemistry
M.S Educational Society