**RESUME**

Fayaz Ahmed Siddique,

s/o H.A. Siddique,

Sivaji palm, Visakhapatnam – 530017

Andhra Pradesh

Contact - +91-9154704057, +91-8466909013

Mail ID: ITSCOOLFIAZ@GMAIL.COM

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**Career Objective:**

Aim to be associated with a progressive organization that gives me scope to update my knowledge and skills in accordance with latest trends and be a part of the team that dynamically works towards the growth of the organization and gains satisfaction

**Work Experience:**

* **Overall 59 months of experience in Voice & Non Voice (Telecom and E-Commerce)**

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| --- | --- | --- | --- |
| **Organization** | **Role** | **Process** | **Tenure** |
| **Concentrix Daksh** | **CSA** | **Maruthi Insurance** | **18 months** |
| **Tech Mahindra** | **Team Lead** | **Amazon** | **41 Months** |

**Responsibilities as Agent:**

* Develop and coach team members
* Giving online resolution supporting the customers technically
* Maintaining good quality score
* Driving the floor AHT Compliance metrics, Service level, Answered level and Login hours as Floor Support

**Responsibilities as TL**

* Providing effective administration
* HR support services to colleagues
* Reviewing and discussing performance of the team with the client on weekly and monthly basis
* Implementing process improvement ideas executing action plan develop and coach team members
* Taking operations round interview for associate level.
* Taking care of Compliance Metrix and working with Compliance team head to improve the process without deviating the client’s requirements
* Taking care of newly hired trainees with help of SME’s & Compliance team and Trainers
* Monitoring performance of the team on daily, weekly and monthly basis
* Be an Innovative to improve the process and to achieve client requirements
* Attending client meetings and updating on new products and process
* Was a part of the AHT & Repeat reduction project
* Meet the Team, Shrinkages and Attrition.
* Meet the Operational Metrix (team login hours, AHT and call quality)
* Interacting & Motivating the Team by eemployee engagement activities & weekly, monthly, quarterly RNR
* Support the entire floor in during odd days as per requirement
* Meet in daily service level and answering level
* Daily briefing (Pre/ Post shift)
* Break Management
* Handling the higher escalation calls
* Employee issues in the centre are getting addressed with the help of HR & admin team

**Achievements:**

Certified CBI (Competency Based Interviewer skills) from Tech Mahindra

Received Pat on back award

**Technical Skills**

* Platforms: Windows 98/00/XP.
* Software Skills: Microsoft Office, Microsoft Excel, Visual Basic, Photoshop & Corel Draw 12

**Educational Qualification**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **academic QUALIFICATION:** | | | | |
| **CLASS** | **NAME OF THE BOARD/UNIVERSIY** | **NAME OF THE INSTITUTION** | **YEAR OF PASSING** | **PERCENTAGE** |
| **MBA** | **ANDHRA UNIVERSITY** | **SAMATA COLLEGE** | **2015** | **74** |
| **BBA**  **( HR)** | **MGSU, BIKANER,RAJASTHAN** | **R.I.M.S,BIKANER, RAJASTHAN** | **2013** | **70** |
| **12th** | **CBSE** | **KENDRIYA VIDYALAYA NO.1,BIKANER, RAJASTHAN** | **2010** | **62** |
| **10th** | **CBSE** | **KENDRIYA VIDYALAYA,GANGTOK,SIKKIM** | **2007** | **64** |

**PERSONAL PROFILE**

**Father’s Name**: H.A. Siddique

**Mother’s Name**: B. Nissa

**Address**: Shivaji Palem, Visakhapatnam 530017, Andhra Pradesh

Gender: Male

**Date of Birth** :15/09/1993

**Marital status:** Unmarried

**Nationality:** Indian

**Languages known**: Hindi and English.

**Declaration**   
I here declare that the information furnished above is true to the  
best of my knowledge.

Date:

Place:     Visakhapatnam                                                       (**Fayaz Ahmed**)