## Curriculum Vitae

# Firoz Zahid

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**Professional Objective:**

Looking for a challenging position with a dynamic organization that welcomes dedication and demands excellence in consistently meeting business objectives and ever-exceeding standards.

**Executive Credentials:**

Young, energetic and hardworking professional with a distinguished record of academic performance and professional achievements. Highly dedicated to work and achieving customer satisfaction as well as meeting the company's expectations. Committed to quality performance with an ability to learn new procedures quickly.

**Work Experience:**

**Arab Financial Services 10th Mar20– Till Date**

**Sr. Funding Specialist Harbor Tower, Bahrain**

**Work Profile :**

Working as Senior Funding Specialist for Decimal Factor US Process. My main responsibility is to provide customers with different financial options in order meet their working capital requirements

**Geo Techie Solutions 10th Nov18– 05th Mar 20**

**Manager Operations Noida, India**

**Work Profile:**

* Worked as **Manager Operations-Client** for **ICM Brokers**, based in **Australia** with customer service office in **Dubai, UAE.**
* **I was responsible for Customer care (Inbound and outbound calls), Sales and marketing, back end (Chat and Emails).**
* **Along with operations I was responsible for Training and Hiring for the Teams.**
* **Software used for process Cisco Finesse and Cisco UIC.**

**My main Key Responsibility Areas were as follows.**

* Responsible to establish and refine delivery processes.
* Maintaining and improving operations by monitoring system performance; identifying and resolving problems; preparing and completing action plans; completing system audits and analyses; managing system and process improvement and quality assurance programs, prepares operations performance reports by collecting, analyzing, and summarizing data and trends.
* Determine customer service operational strategies by conducting needs assessments, performance reviews, capacity planning, and cost/ benefit analyses.
* Meeting operations financial objectives by estimating requirements; scheduling expenditures; initiating corrective actions.
* Preparing operations performance reports by collecting, analyzing, and summarizing data and trends.
* Maintaining professional and technical knowledge by tracking emerging trends in customer service and Sales operations management; bench marking state-of-the-art practices.
* Accomplished organization goals by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.
* Created Cost-effective systems to ensure that processes are efficient and cost-effective and aimed to find ways to reduce costs without affecting the overall customer experience.

**Maintaining Service Level Agreement (SLA) and SLA Metrics are as follows**

* Average Handling Time (AHT)
* Average Speed to Answer (ASA)
* First Call Resolution (FCR)
* Turn Around Time (TAT)
* After Call Work (ACW)
* Abandonment Rate
* Conversion rate
* First call close
* Occupancy rate

**Radical Minds Technologies 21st Feb18– 30th Oct18**

**AM Operations Gurgaon, India**

**Work Profile:**

* Worked as **Assistant Manager- Operations** for **Regency Travel and Tours, Doha Qatar**. Reporting directly to the Director and the COO.
* **I was responsible for Four Different LOBs: Customer care (Inbound and outbound calls), Sales and marketing, corporate travel and Back end.**
* **I was Responsible for two teams Arabic Team and English Team.**
* **Along with operations I was responsible for Training and Hiring for the Teams**.

**My main Key Responsibility Areas are as follows.**

* Responsible to establish and refine delivery processes.
* Maintaining and improving operations by monitoring system performance; identifying and resolving problems; preparing and completing action plans; completing system audits and analyses; managing system and process improvement and quality assurance programs, prepares operations performance reports by collecting, analyzing, and summarizing data and trends.
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**Software used for process were Amadeus, World span, Galileo, Sabre, Cisco Finesse and Cisco UIC**

**Alpfly.com 04th July16 – 19th Dec17**

**AM Operations& Marketing New Delhi, India**

**Work Profile:**

* Worked as **Assistant Manager- Operations & Marketing for Alpfly.com**.
* I was responsible for Customer care, sales and marketing team and providing direction, instructions and guidance to Customer care, offline and online sales team.

**My main Key Responsibility Areas are as follows.**

* Assisting the manager in organizing, planning and implementing strategy
* Coordinate operations
* Operational Management: Managing the floor, adherence to schedule  
  Problem resolution
* Supervise and motivate staff
* Delivery of team, service level components, quality and productivity target & indicators
* People Management, as well as staff development
* Create reports, analyze and interpret data
* Ensure schedules and objectives are met and maintained
* Monitoring calls, coaching and feedback, responsibility for delivery of the defined customer experience in every call
* Motivation, leadership for a team and developing future leaders

**Maintaining Service Level Agreement (SLA) and SLA Metrics are as follows**

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* Turn Around Time(TAT)
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* Conversion rate
* First call close
* Occupancy rate

**Software used for process were Amadeus, World span, Galileo and Sabre.**

**SOUTHALL TRAVEL 05Nov12 – 29Jun16**

**Assistant Manager-Operations & Sales Gurgaon, India**

**Work Profile:**

* Worked as **Assistant Manager-Operations & Sales for Southall Travel.**
* **I was responsible for web portal (e commerce) like Travel trolley, Fly sharp, cheap tickets and Southall Travel.**
* I was responsible for Customer Services, Sales and back end Processes.
* I was responsible for solving the queries of passengers regarding reservations for flights and hotels, Packages, special assistance and meal request and helping them with visa procedure.

**Maintaining Service Level Agreement (SLA) and SLA Metrics are as follows**

* Average Handling Time (AHT)
* Average Speed to Answer (ASA)
* First Call Resolution (FCR)
* Turn Around Time (TAT)
* After Call Work (ACW)
* Abandonment Rate
* Conversion rate
* First call close
* Occupancy rate

**Software used for process were Amadeus, World span, Galileo, Sabre and Genesis**

**V4M Inc. 05Jun11 – 01Oct12**

**Team Leader Riyadh, KSA**

**Work Profile:**

* Worked as a **Team Leader forV4M Inc.**
* I was responsible for the Corporate Travel sales and Customer Care team and was providing direction, instructions and guidance to Travel sales and Customer Care team and main roles of my profile was as follows.
* Communicate with clients and evaluate their needs and specifications
* Assisting the manager in organizing, planning and implementing strategy
* Coordinate operations
* Ensure schedules and objectives are met
* Supervise and motivate staff
* Create reports, analyze and interpret data
* Drive recruitment process, training and development
* Monitoring team members' participation to ensure the training they provide is being put into use, and also to see if any additional training is needed
* Secure adherence to company’s policies and guidelines
* Making sure attrition rate should be maintained

**Software used for process were Amadeus, World span, Galileo and Sabre**

**WNS 13th Apr09 – 09th May11**

**CSA Gurgaon, India**

**Work Profile:**

* Worked as a **CSA for Virgin Atlantic airways.**
* I was responsible for solving the queries of passengers regarding reservations, special assistance and meal request and helping them with visa procedure.

**Software used for process were VEGA, Solomon, Dolphin and Aspect**

**Barclays Bank 10th Nov07 – 15th May08**

**Sales Officer Abu Dhabi, UAE**

**Work Profile:**

* As a sales **officer for Barclays credit cards**.
* I was responsible for promotion, marketing and sales of Barclays credit cards ensuring that sales targets are met and maintained.

**GECIS 28th Mar 06 – 10th Jun07**

**Process Associate Hyderabad, India**

**Work Profile:**

* Worked as a **Process Associate in GECIS (Genpact Jaipur)** for Dell and then transferred to GE Money Hyderabad and worked for JCPenney credit card collections .

**Achievement:**

* **Two times winner of Conqueror Award for Exemplary Team work in GE Money Hyderabad.**
* **Two times winner of star of the quarter award and for the month and winner of Extra Miler Award for giving support to the operations in Virgin Atlantic Airways.**

**Qualification:**

1**. B.A.:** Rohilkhand University, Bareilly, India

2. **Intermediate:** Central Board of Secondary Education, New Delhi, India

3**. SSC:** Central Board of Secondary Education, New Delhi, India

**Computer Knowledge:**

Well-versed in all current variants of Windows, complete knowledge of Internet and MS Office and working knowledge of computer languages, graphics and multimedia.

**Hobbies:**

1. Browsing the web for innovative ideas and ways to make self-more efficient, and to learn more about marketing and management.
2. Reading books, newspapers and some magazines

**Personal Data:**

**Name : Firoz Zahid**

**Date of Birth : 03rd April 1983**

**Gender : Male**

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

**Marital Status : Single**

**Nationality : Indian**

**Passport Particulars : Passport No. M 4004544**

**Permanent Address : 78/61 Moh Lal Qabar, chini gran**

**Rampur (u.p.) 244901**

**Correspondence Add : A59/2, Abul Fazal Enclave**

**Jamia Nagar, New Delhi 25**

**(………………)**  **Juffair,Bahrain**

**Firoz Zahid Dated……………….**