

# Zeeshan Malik

Team Management/ Human Resource Business Operations.

Dubai, United Arab Emirates.

Phone +97-050-5693832.

E-mail [zaaks.zaaks@gmail.com](mailto:zaaks.zaaks@gmail.com)



Seasoned Professional with over 10 plus years of extensive cross-functional experience in Business and HR Operations. Adroit in driving the performance of the business by using well-established expertise of management thus adding value to the services and treating our clients in professional ways to maximize the longevity of the relationship.

I am out of box thinker with a flair for identifying and adopting various trends of improvement in the business operations to achieve organizational objectives and profitability norms of the business. Dedicated team member in collaboration and coordinating across the various level of business thus resulting in delivering the service with high-quality customer experience, while adhering to the SLA.

I sincerely believe in the adeptness of providing guidance and feedback to the team members by specified business objectives. Exceptional communication skills, Presentations & Mentoring skills, with distinguished abilities in leading teams for running business plans, procedures, and service standards for driving business excellence.

Domain expertise includes Non/Technical Support, HR Training, and Development, Back Office & Customer Services, Database Administration, Workforce Management. Incident management, Sales, and Marketing.



## Skills

Organized Managerial style	◆◆◆◆◆
Customer Service support	◆◆◆◆◆
Documentation and Control	◆◆◆◆◆
Strategic Planning	◆◆◆◆◆
Workflow Planning	◆◆◆◆◆
Clear Oral/Written communication	◆◆◆◆◆
Performance Improvement	◆◆◆◆◆
Office Management	◆◆◆◆◆
Database Administration	◆◆◆◆◆
Mail Handling	◆◆◆◆◆
Staff Management	◆◆◆◆◆

## Work History

### Feb 2020 - Team Leader

Sep 2021

***Concentrix, Delhi, NCR, India***

- Drove operational improvements which resulted in savings and improved profit margins.
- Managed quality assurance program, including on-site evaluations, internal audits, and customer surveys.
- Developed team communications and information for performance meetings.
- Devoted special emphasis to punctuality and worked to maintain outstanding attendance record, consistently arriving to work ready to start immediately.
- Maintained excellent attendance record, consistently arriving to work on time.
- Produced high-quality documents, spreadsheets, and presentations for internal and customer-facing needs using various database software.
- Communicated corporate objectives across all divisions through regular correspondence and scheduled status updates.
- Arranged corporate and office conferences for company employees and guests.

Jul 2017 -

Aug 2019

### **Operations Manager**

***Hire Next Business Services, Srinagar, India***

- Established and administered annual budget with effective controls to prevent overages, minimize burn rate, and support sustainability objectives.
- Developed and submitted strategy and initiative reports to highlight current actions and proposed changes to the corporate committee.
- Evaluated upcoming program plans to forecast expected resource needs.
- Strengthened performance metrics tracking and analysis to enhance tactical and strategic company plans.
- Implemented policies and standard operating procedures for continuous improvement.
- Developed and implemented daily operations plans such as delivery routes, employee assignments, and promotional strategies.

Sep 2015 -

Apr 2017

### **Senior Team Specialist**

***Alti-Source Business Solutions, Bangalore, India***

- Interacted with cross-functional support groups to manage day-to-day operations and identified and resolved operational problems using defined processes, expertise, and judgment.
- Documented coaching and development sessions, including corrective actions and performance improvement, plans to help staff meet key performance indicators.
- Developed, recommended, and implemented measures to improve productivity, performance, quality, and career path for staff members.
- Communicated policy updates and company information through team meetings, huddles, and one-on-one development sessions.

Jan 2015 -

## **Team Specialist**

Sep 2015

***JPMorgan Chase, Bangalore, India***

- Summarized all key information regarding the investigation into a detailed report for delivery to the client.
- Contacted customers directly to notify them of fraudulent activity and minimize impacts.
- Interviewed witnesses thoroughly, asking appropriate questions to ascertain critical details about each case.
- Analyzed large amounts of data to find patterns of fraud and anomalies.
- Collaborated with team members to discuss fraud trends and brainstorm methods to combat this type of crime.
- Provided the exemplary level of customer service to all individuals, including clients and company personnel.

Feb 2013 -

## **Senior Customer Service Representative**

Sep 2014

***Accenture, Bangalore, India***

- Evaluated customer information to explore issues, develop potential solutions and maintain high-quality service.
- Learned and maintained an in-depth understanding of product and service information to offer knowledgeable and educated responses to diverse customer questions.
- Boosted team spirit and performance by communicating clear service expectations and quality goals to each team member.
- Engaged clients in person and over the phone to answer questions and address complaints. Strategically scheduled team members to maintain optimal staffing levels for expected customer loads.
- Leveraged consistent, successful strategies to meet and exceed performance goals.

Jan 2011 -

## **Customer Service Representative**

Jan 2013

***Infosys Technology LTD., Bangalore, India***

- Answered constant flow of customer calls with up to 60 calls in queue per minute.
- Evaluated account and service histories to identify trends, using data to mitigate future issues.
- Answered customer telephone calls promptly to avoid on-hold wait times.
- Cultivated customer loyalty, promoted repeat customers, and improved sales.
- Used company troubleshooting resolution tree to evaluate technical problems while leveraging personal expertise to find appropriate solutions.
- Preserved revenue streams by utilizing strong communication and negotiation skills, offering refunds as last resort to maintain customer satisfaction.
- Achieved and consistently exceeded revenue quota through product and service promotion during routine calls.
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## Education

### High School Diploma

*Tiny Tots High School – Srinagar-India*

### Bachelors of Sciences

*Sri Pratap College – Srinagar-India*

### Master's in Business Administration (Information Systems)

*Manipal University – Bangalore-India*

## Languages

English



Urdu



Hindi



Kashmiri



## Interests

Reading

Hiking

Blogging

Bike Riding

Outdoor Sport