

# AFROZ FAZAL

## BUSINESS DEVELOPMENT AND CUSTOMER ADMIN EXECUTIVE

### SUMMARY

Experienced operations professional with 13+ years of background in **Operations and Project Management**, change control, BAU operations and end-user testing with strong adherence to process and compliance. Strong experience in UAT and POC on **OTT, IPTV, DTH and cloud-based platforms**.

### PERSONAL INFO

#### Phone

+971554449933

#### E-mail

[s.afroz.fazal@gmail.com](mailto:s.afroz.fazal@gmail.com)

#### Nationality

Indian

#### Data of Birth

29 March 1986

### SKILLS

Operations Management

Product Management

Data Analysis

Service Delivery

Business Development

Strategy Development

Microsoft Office

SAP Certification (ID: 0007290149)

### TECHNICAL SKILLS

Pebble Beach Systems

Pixel Power

Grass Valley

Omneon / Harmonic

AXON

Professional IRDs (Ericsson, CISCO)

Digital Platforms

Spectrum and TS Analyzers

CMS (Harris Broadcast Master)

### EDUCATION

Jawaharlal Nehru Technological University - 2011

B.Tech Electronics and Communications Engineering

### AWARDS

Exceptional Performance Award

The Big Y Award

Sales Success Award

Performer of the Month (7 times)

### TRAINING

Performance Management

Developing High Performance Teams

Training the Trainer

Presentation Skills

Sales and Negotiation Skills

### ACHEIVEMENTS

Achieved 99.98% error free transmission

Led the department's expansion project

Led OSN's rebranding project

### WORK EXPERIENCE

#### OPERATIONS EXECUTIVE

##### OSN, PAY TV | April 2017 to April 2019

- Managing the live transmission of 7 playout channels
- Escalating and reporting on air problems within 10 minutes
- Led the department expansion project zero downtime
- Continuously monitoring the quality of services
- Successfully managed full transmission of Elite Sports such as Cricket World Cup, Rugby World Cup, IPL, Asia Cup, NFL, NHL, PGA Tour, PSL, ISL and Moto GP
- Interacted with International broadcast vendors advising on satellite transmissions
- Working on 24/7 shift basis

#### BUSINESS DEVELOPMENT AND CUSTOMER ADMIN EXECUTIVE

##### OSN, PAY TV | April 2013 to April 2017

- Processing all transactions received from distributors/partners/sales.
- Processing second level B2B transactions and key subscriptions
- Single point of contact for all sales transactions
- Analyzing data to reduce churn
- Assist B2B (Unify) users online and report the B2B errors to IT Dept.
- Disseminate information to dealers related to systems or procedures.
- Liaise between distributors and OSN on operational issues.
- Track, process and monitor daily work order reports.
- Handle all ST/Demo/VIP subscriptions' capturing, activations and filing.
- Provide on call support/trainings on systems and process to all sales channels.
- Provided a VIP experience for high value customers through a seamless handholding process throughout customer's early life of their subscriptions.
- Created processes and mechanisms to identify sales volumes / sales revenue.
- Responsible for staff development, training and performance evaluation
- Awarded performer of the month 7 times

#### SAP CONSULTANT

##### PHILEXIN | April 2012 - March 2013

- Worked as an ABAP consultant on Sales & Distribution and Material Management.
- Successfully implemented the design and run classical and interactive reports.
- Knowledge of cross application areas, including RFC, BADI, ALE, and IDOCS.
- Excellent knowledge of LSMW and BAPI data upload

#### IT SUPPORT ENGINEER

##### PHILEXIN | April 2011 - April 2012

- Installing, Configuring and Administering Windows servers
- Designing, Installing and configuring Active directory services as Domain Controller.
- Creating User accounts and Groups and granting user and group level permissions.
- Implementing DNS, DHCP and WINS services.
- Designing and Implementing Web Services and Remote access services.
- Managing Disaster Recovery through Backup and restore of data.

## LANGUAGES

English  
Hindi

## LICENSES

Valid UAE Driving License

## HOBBIES

Reading  
Keeping up with technology

## REFERENCES

Will be provided upon request

## BUSINESS PROCESS DEVELOPER AND SUPERVISOR

**GE MONEY | August 2008 - March 2011**

- Responsible for coaching, performance monitoring & reporting, providing analytical and functional support to the sales.
- Created training courses, delivery material for Product, Sales and Processes.
- Train teams on a regional level within the country, and raised the team and individual's growth through coaching.
- Ensure sales promotion and discounts are recorded properly and used as per company policy.
- Analyze monthly sales performance, spot unusual trends, flag issues and investigate problems.

## TEAM LEADER

**JIVA DATA SOFT PVT. LTD | November 2006 - August 2008**

- Monitoring call trends, call flow, sales trends and roster on a daily basis for Telesales team.
- Follow up on new sales processes, document submission and product delivery.
- Ensure point of sales, promotion campaigns and salesperson keywords are captured and recorded properly by the users.
- Responsible for daily order processing with 0% error rate and no delay.