

## MD IRSHAD ALAM

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### Objective:

Seeking a rewarding and challenging career with opportunities for future growth and development with the organization, where my knowledge, abilities, & skills are optimized and my experience is channeled towards the success of the organization. I can prove my skills and would definitely be found worth full to the organization if a chance is offered. I am firm believer that drops can fill ocean with perseverance and energy. I know how to turn the opportunities into results. I wish to excel in an organization, which offers growth opportunities to integrate my visions of success with the company and bring out of the best of my caliber with the total commitment to teamwork and to enhance my skill.

### Experience Summary:

#### **Hinduja Global Solution Experience :- Airtel**

Joining Date in HGS : 5 Years' experience from 2010.

Designation : Floor Supervisor.

Manpower Strength : 35 Associates Management.

Profile : Taken care of the AIRTEL customer through the telephonic conversation.

Received multiple appreciations from AIRTEL project to provide smooth solution of their product & software related concern solution to the customer directly.

#### **First Source Solution Experience: Vodafone**

Joining Date in FSL Siliguri : 3 Year Experience from 2014-17.

Designation : Senior Supervisor

Manpower Strength : 40-45 Associates Management –

Profile : **Taken care of the Vodafone sales/ Inbound project via telephonic.**

#### **Tele Performance India Project Indore : PhonePe!**

1 Year Experience in Phonepe Project.

Designation : Assistant Manager Customer supervisor .

**Taken care of 95-110 Advisor with 4 Supervisor in Phonepe bank project.**

## Project Profile :

- ✓ To provide the transaction resolution to the customer.
- ✓ Take care of "Online transaction related concern resolution Instantly" .
- ✓ Specially focusing with circle clients for customer solution.

## 🚩 Tech Mahindra Project Noida: Vodafone Idea Project !!

Having complete 2 Year Experience in Vodafone Idea Project.

Designation : **Operation Assit. Manager !!**

Taken care of +200 Agents with 12 Supervisor/ 2 Trainer/ 6 Quality associates in backoffice project.

## Project Profile :

- ✓ Taken care of "8" North Circle project for VodafoneIdea.
- ✓ To manage all the project clients for VodafoneIdea.
- ✓ To manage their accomadation, login fooding & all the arrangment.
- ✓ To provide „Project presentation, data analytical RCA [Justificaiton] diirectly with the client.
- ✓ Businnes Improvment Insight, "we always share the best prectice's or inputs with the Vodafoneidea HOD's for their bussiness growth".

## 🚩 Professional skills:

Having smooth E-Mail communication

Having Good communication & skills in computer & Excel.

Having good retention/ convincing skills.

## Achievement& Extra Experience:

Interviewing Skills Certified from HINDUJA GLOBAL SOLUTION.

Best Performer Certificate from AIRTEL on 04 Oct 2010.

Worked in [FMS] Fraud Management Squad Project as an Spoc from [B&J] Process in HGS

Certified with Appreciation Certificate from the HGS forth performance.

Leadership Excellence Award Certificate from Hinduja Global Solution on July 2013.

Quarterly Attrition Award Certificate from First Source Solution Limited on 2016.

Certificate of Appreciation in Tech M Noida for JOSH Project Mar'19 RnR.

Certificate of Best Manager Award in Tech M Noida for Idea Project Apr'19 RnR.

Getting back to back appreciation for TOP "1" Stack performer in PAN India Assit. Manager from last >6 Month.

## PROFESSIONAL QUALIFICATION

**H.S.C (XII)** : Secondary passed with 2nd division from Jharkhand Academy Council of Higher Secondary Education in 2005.

**B. Com. (Gen)** : Graduation passed with 2<sup>nd</sup> division from The University of Vinoba Bhave, Hazariagh. (Jharkhand) in 2008.

## Job Responsibility

- Manage team performance & process SLs.
- Leading Team of 200+ Agents, Including support staff with complete project management.
- Managing floor activity:
  - Escalate the floor issue to clients for resolution
  - Interval Blaster, Ageing status & SLs send to Managers & Client.
  - Symposium monitoring.
  - Prepare Absenteeism report for the process.
  - Floor Call Escalation issue handling.
- Team Performance review with my span done in Weekly & monthly Basis.
- Call listening session arrange for the Quality Improvement or Skills improvement.
- If required sharing “Coaching & feedback” to the associate as per the scenario.
- Control shrinkage & attrition. (Retention of the TLs & CSA by motivating their requirement as per scenario & Showing their career path & grooming them for next role.

## KEY SKILLS AND COMPETENCIES “Leadership & Managerial attributes “

- Capable of understanding detailed business process and procedures.
- Ability to work under pressure and meet targets.
- Able to build a working atmosphere that has energy, vitality and fun.
- Having a methodical & organized approach to work at both individual & team level.
- Writing accurate reports through the detailed analysis of data.
- Having winning mentality
- Having “DO or DIE” mentality to achieve any target or goal.
- Having Professional mannerisms

## PERSONAL DETAILS

**Date of Birth** : 15<sup>th</sup> Feb 1988

Father's Name : MD KHURSHID ANSARI

Current Address : Sector 66 PNB BANK Complex, Flat no 404 Near Punjab national bank  
Noida 201301

Permanent Address : Near Masjid Visti Mohalla Hirapur DHANBAD  
826001 -Jharkhand

Marital Status : Single.

Nationality : Indian.

Languages Known: English, Hindi, and URDU

**MD IRSHAD ALAM**