



Imran Mujawar

CONTACT :

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PROFILE

A result-oriented professional offering over 12 years of Strategic Planning & Leadership experience in scaling up Customer service operations right from scratch, building & maintaining new & existing relationships Resourceful at maintaining relationships with clients to achieve quality and service norms by resolving their service-related critical issues Capabilities in coordinating with internal external customers for running successful business operations; experience of implementing procedures and service standards for business excellence

PERSONAL DETAILS

Nationality: Indian
Date of birth: 30th October 1983
Current Address: Mumbra, Thane
Permanent Address: Mumbra, Thane
Languages Known: English, Hindi & Urdu
Marital Status: Married

EDUCATION

B.COM. FROM EILM UNIVERSITY, SIKKIM WITH 70% IN 2013.

SOFT SKILLS



WORK EXPERIENCE



Healthspring Pvt. Ltd. (Mumbai) -- Deputy Manager Service Delivery.

Dec'20 –Till Date

Managing day-to-day activities of OCCUPATIONAL HEALTH CENTERS of clients (J&J). Managing Audits / Compliances. Responsible for manpower planning (Paramedic, Ambulances). Conducting Health checkups of client's staffs.



Mashreq Bank – Dubai. – Customer service officer.

May'15 – Aug'20

Administering day-to-day queries related to personal account and phone banking. Updating KYC, maintaining high level of internal and external compliance. Attending call from customer, activating their credit & debit cards Identifying cross-sell, upsell opportunities. Coordinating with internal departments for customer complaints, suggestions and forwarding the same to them



Lester Info services Pvt. Ltd (Mumbai) – Team Leader

May'11 – Feb'15

Administered the functioning of maximum team size of 23 Chat taking agents. Managed team performance, monitored their daily work and resolved their queries on time.



Future E –Commerce Infrastructure Pvt. Ltd (Mumbai) – Operations

Executive, Feb'10 - Jan'11

Primarily operated as customer service agent and interacted with customers who placed order on the website FutureBazaar.com. Relocated to Complaints Department managed a team of 12 agents to coordinated with the clients over call & emails for queries related to shipment, pick-up and kept posted in SAP system



Sutherland Global Services Pvt. Ltd (Mumbai) -- Sr. Technical Support

Jul' 07 - Jan'10

Functioned remotely on client's computer worldwide, aided them in cleaning their computer, protected from Virus and configured Symantec antivirus Mentored & guided a team of 10-15 agents.