



Suilay Shah

PROFESSIONAL SUMMARY

- Certified LSSYB, LSSGB, CQM/COEM, Customer Service, Leadership & Management.
- Accomplished award-winning Customer Relationship Manager. A first-rate track record backed by 28+ awards by Industry leaders, like British Telecom coupled with personal appreciations from Simon Moore, Director British Telecoms, United Kingdom.
- Qualifications incorporate 12+ years of multi-faceted Customer Relationship Management experience including Managerial, Supervisory, and Project Management skills.
- Provide creative, innovative, enthusiastic, and forward-thinking leadership in a team environment, with a strong focus on achieving continuous & improved business performance. I believe in creating excellence in customer experience. I am eager to pursue my career in this direction and add value to enterprises that believe in the same values.

WORK HISTORY

Sr. Contact Centre Coordinator / Team Lead:

09/2018 - 10/2020

Dubizzle - We Cash Any Car - Dubai, UAE

- Managing Call Centre Sales and Retention teams.
- Recipient of the Leadership/Employee of the year award 2019.
- Maintained 110 % YTD performance for two years consistently.
- Cut data processing time by 50% by building a new process leading to more timely insight.
- Implemented variable pay/incentive plan for the team creating a company culture initiative which raised employee satisfaction rates by 45% YoY.
- Steered company through a complicated re-organization, resulting in a 75% increase in profits

CONTACT

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CERTIFICATIONS

- Lean Six Sigma Yellow Belt
- Lean Six Sigma Green Belt
- Certified Quality Manager
- Certified Operational Excellence Manager
- Customer Service
- Risk Management
- Leadership & Management

AWARDS

- Leadership Award - 2019
- Achievers Award - 7 Times
- Star of the Month - 19 Times
- Performer of the year - 2010

CORE COMPETENCIES

- Sales and contact reports

- Attention to detail
- Risk management processes and analysis
- Motivational communicator
- Strategic planning
- Analytical thinker
- Negotiation
- Compliance
- Processes and procedures
- Target-driven
- Inspiring team leader
- Customer service
- Customer-focused
- Quality assurance and control
- Staff development
- Staff management
- Supervision expertise
- MS Office expert
- MS Office proficiency

LANGUAGES

Urdu: Native language

Hindi:

Master or proficient

English:

Master or proficient

VISA STATUS

Sponsored (valid until 2023)

with minimal employee turnover.

- Submitting daily reports providing status updates on the deals closed and revenue generated.
- Participating in the higher management regular meetings, recommending suggestions towards improving the operational efficiency, service quality, resource management, and resolution of issues pertaining to the department.
- Handling internal and external inquiries regarding operations; investigating and resolves problems, complaints or discrepancies.
- Monitor the work of customer service representatives (calls, social media, live chat, and emails) and provide them with feedback for improvement or motivational purposes.
- Handle customers' complaints in a proactive manner with a view to resolving the issue on an immediate basis.
- Assisting the training team in developing recurrent training modules.

Customer Relationship Manager 09/2011 - 12/2015 **Vertigo InfoTech - New Delhi, India**

- Managed team of 25 employees, overseeing the hiring, training, and professional growth of employees.
- Delivering the required service level by providing constructive and constant feedback on improvement of products, services, processes which may either reduce cycle time or costs or enhance customer satisfaction.
- Carry out a range of processing/service functions ensuring that the work assigned has been completed within specified timelines and accurately, in line with all specified internal and external guidelines, policies, procedures and rules.
- Ensure the provision of on-the-job training to staff within the section, supported by robust training plans for all new staff within the section with monthly progress reports.
- Communicate with internal and external clients professionally, in a clear concise manner to ensure

understanding of issues and instructions.

- Prepare and comment on, as appropriate, reports/statistics (including error reports) requested by line management and any other relevant statistical or other information deemed relevant to the section assigned.
- Issue compensations, refunds or rewards to customers.

Billing Information Analyst 06/2006 - 03/2011
HCL Technologies/BT - New Delhi, India

- Supervision of all high-level complaint's management & high-quality level service delivery of British Telecommunication's clients. Provided comprehensive support to the billing process department ensuring confidentiality in all aspects of billing actions and handling responsibilities of merging billing records and report income projections to management.
- Handling multiple expenses on time, matching financial totals and receipts, handling invoices and endorsements, and interacting and solving customer's issues all have time targets.
- Contacting clients about payment investigation, handling invoices, issuing billing adjustments, dealing with problematic invoices, delivering reimbursement checks, and performing data entry.
- Helping and supporting billing process department, ensuring a hundred percent achievements in billing collections.

EDUCATION

Bachelor of Science: Kashmir University, India

LINKS

<https://www.linkedin.com/in/suilay-s-5515b739/>