Rizwan Shaik

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| Attapur Hyderabad, India 500048 | +91- 9121917057 | rizwaansheik4@gmail.com Notice Period (Immediate). |

Professional Summary

To work with a world-class innovative organization, gain experience at delivering excellence, in the areas of Technology / Solutions / Projects, in the IT Software, Telecom & Facility Management Industry arena and thus deliver the best possible results to the organization and to its Customers.

Skills

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| * Problem Management
* Change Management.
* Incident Management
* Escalation Management
* Churn Management
* Renewals & Retentions
* Terminations
* Cross sell & Up sell
* Invoices.
* Billing & Collections.
 | * Work flow planning
* Team Leadership
* Relationship Development
* Strategic Planning
* Business Development
* Project Management
* Customer relations specialist
* Cross-functional communications
* Superb time management skills
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Work History

Operations Manager Feb/2020 to Feb/2021

Handiman Services Limited – HYDERABAD, India.

* Revenue Generation and P&L of Branch through sales, expenses, Billing, collection, revenue loss & renewal.
* Service Delivery – High (Pre-set) Standard of Service Delivery measured as Customer Satisfaction rating, complaints, Transition Management.
* Customer Relationship: Client Satisfaction, Cross Selling, Retention.
* Process / System including Performance Management, Bench Strength, Service SOPs.
* Team Capability Building.
* Responsible for managing Presales & Post sales activities.
* Delivery of new business generation per budget, month after month.
* Month wise working and allocation of targets.
* Customer profiling, business sector and service to be offered to be reviewed from time to time,
* Quarterly lead generations to achieve targets.
* Planning and training and tracking BD's Sales Performance.
* Monthly tracking of sales, expenses and taking timely actions for closure correction where required to achieve monthly profit objective.
* Monthly coordination with Regional Manager and Ho team for support required and reporting.
* Billing: Ensure Timely billing and reaching invoices to client as per the TAT.
* Collection: Ensure collection is being achieved at not less than 90% every month.
* Control Revenue Loss: Ensure there is no shortage of manpower by providing enough bench strength by doing analysis of client category. Put in place mechanism to daily track and correct shortage
* Timely renewal of contracts: Ensure all the AMC renewals are done effectively and timely manner as per 90-day renewal process team. Do proactive monitoring of progress for timely renewal. Ensure minimum 10% price increase to cover cost.
* Escalation and protect/enhance margin.
* Client Satisfaction: Proactively, periodically check client feedback, pending issues and resolve in 24 – 48 hours.
* Cross Selling: Responsible for cross selling and generate revenue / new business by way of providing better service and cross selling / up selling services with existing client. Generate new references for business generation.
* Key Account Retention: Responsible for Key Account Retention by 100%.

Customer Success Manager Aug/2014 to Nov/2019

Tata Communications Limited – Hyderabad, India.

* Responsible for Sales & Service to the existing customers.
* On boarding customers, conducting daily/weekly/monthly service reviews, and presenting company products workshop to increase sales revenue.
* Responsible to act as a bridge between & manage the customer and the organization (Tata Comm.) as a SPOC (Single Point of Contact) by imparting a single Platform to resolve all pending issues with other functional units such as Operations/ sales/ solutions.
* Enforcing & managing processes to impart correct and timely reason for outages (RFO) and Root Cause Analysis (RCA).
* Getting other issues related to billing, commercials, or delivery, escalated within the organization for speedy resolution.
* Knowledge of Leased Line Circuit (PILL, SILL, SSTDILL), WIMAX.
* SLA/Performance tracking.
* Monitoring all dockets opened.
* Preparing performance report.
* Tracking repeat complaints.
* Identify SPOF and work on reducing them and do the network optimization for improved MTTR.
* Diligent and competent professional experience in customer management.
* Spearheading efforts at Tata Communications Ltd.
* Able to leverage valuable insights, keen analysis and team approach to manage & implement best practices, adept at working in high-pressure environments with strict deadlines and multiple deliverables.
* Excellent time management skills with proven ability to work accurately and quickly prioritize, coordinate and consolidate tasks, whilst simultaneously managing the diverse range of functions from multiple sources.
* Repeat complaint analysis and take preventive measures such as migration from Off net to on net (Third party BSO to TATA Network).
* Successfully & consistently delivered the responsibilities of Revenue Generation, Profitability, Market Share and Customer Satisfaction.
* Executed the channels of New Customer Development, Channel Management, Sales/ Marketing Management & Business Development while performing in the cost-efficient manner along with the unwavering quality standards & timely deliverables.
* Planning, execution, monitoring and resource balancing, attention to detail, I have built and lead an effective team.
* Work as a link between the customer and our production department to communicate as needed.
* To provide the customer in-house training of the product.
* Assists management in developing and executing the business plan and strategy for assigned products in order to achieve targeted sales and profitability.
* Made plans to achieve company's strategic Goals such as Growth and sales target.

PROJECTS UNDERTAKEN:

* LCRM: (License Compliance of Resource & Monitoring).
* Part of TCL Core team for running the project, handling a team to arrange the permissions at client premises to get the visit done by TCL engineers for license compliance purpose according to the guidelines of Telecom Regulatory authority of India & Department of Telecommunication.
* HFR: (High Fault Rate Cases).
* Part of TCL problem management team for running the project, handling a south team to arrange the permissions at client premises to change the existing last mile which is in high fault rate.

Business Analyst (BDM) Jun/2009 to Aug/2014

CAT Technologies Ltd – Hyderabad, India.

• Successfully & consistently delivered the responsibilities of Revenue Generation, Profitability, Market Share and Customer Satisfaction.

* Managed projects from scratch and delivered within the estimated timeline.
* Executed the channels of New Customer Development, Channel Management, Sales/ Marketing Management & Business Development while performing in the cost-efficient manner along with the unwavering quality standards & timely deliverables.
* Planning, execution, monitoring and resource balancing, attention to detail, I have built and lead an effective team.
* Work as a link between the customer and production department to communicate as needed.
* To provide the customer in-house training of the product.
* Assists management in developing and executing the business plan and strategy for assigned products in order to achieve targeted sales and profitability.
* Made plans to achieve company's strategic Goals such as Growth and sales target.
* Earned a good reputation amongst the client group for customer service, integrity, professionalism and reliability.

Education

B.com: Computers 03/2010

Cat Degree & PG. College – Hyderabad

Diploma in Computer Application - Hyderabad

MS-CIT - Windows, MS Office Including MS Word, MS Excel, MS Power Point Presentation And Access, Internet, Hardware Introduction.

Additional Information

* · Having 11 years of experience into Client Service and Operations.
* · Managed Enterprise high revenue accounts approx 65 cr. from Banking, Investment, Trading, Stock broking, software, pharma, Media & TV Channel industry.
* · Experience in handling International clients USA, UK, UAE, Australia, New Zealand, Canada etc.
* · Conducting service reviews, QBR, CXO meetings with C-level management.
* · We follow ITIL & Agile methodology for business processes.
* · Good hands using portals Sales force CRM, SFDC, Service Now, PowerBi etc.
* · Functional experience includes Team Handling and Floor support.
* · Accurate data entry skills. Maintaining records in the required database.
* · Consistent, self reliant and adaptable with the ability to learn the process quickly.
* · Excellent interpersonal skills, ability to work well with others.
* Appreciations and testimonials from clients for excellent support provided.

Certifications

ITIL Certified

Personal Details:

Name: Rizwan Shaik
Father’s Name: Rasool Shaik
Date of Birth: 13-Mar-1990
Nationality: Indian
Marital Status: Married
Languages Known: English, Urdu, Telugu, and Hindi.

Declaration:
I hereby declare that the above information is authentic and true to the best of my knowledge and conscience.

Date:
Place: Hyderabad [Rizwan Sheik]