

PERSONAL INFORMATION

Wasim Ghori

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PERSONAL STATEMENT

All of the 10 years of my experience has been in the Telecom, BFSI & ITES sector with leading Multinational companies handling Telecom, Banking Processes, Training & Operations and Financial Analysis, People management, implementation of strategies and project management.

Now seeking to join as operation assistant or operation manager.

WORK EXPERIENCE

21/09/2011–Present

Team Leader

Tata consultancy Service

Olympus Building Thane Mumbai, 400607 Mumbai (india)

www.tcs.com

Identifying business risks and opportunities through the analysis of information and results.

Providing evidence and reports of KPIs to senior managers on a weekly basis.

Taking full responsibility for the day to day running of all operational areas.

Promoting a positive health and safety culture on site.

Setting and achieving operational goals.

Working alongside other Operations Managers on site to deliver continuous efficiencies and cost savings.

Monitoring the transaction processed by team members are complied with banking norms and AML rule.

Monitoring money-in/Money-Out entry to Comply by AML rules.

Providing cover for other Operational Managers as required.

Driving best practice standards and processes across the business.

Writing up reports, presentations and also minutes of meetings.

Continuously measure and evaluate the departmental goals and all work processes.

Project Experience

United Kingdom Life and Pensions:

Since January 2018 - Present.

North America credit card Operations:

October 2013- January 2018.

Australia Telecom Operations:

September 2011- October 2013.

Business or sector Financial and insurance activities

10/10/2009–09/08/2011

Senior Support Professional

Stream Global Services, Mumbai (India)

Worked as a Senior customer service adviser for North American computer and hardware company.

Job responsibility:

(Inbound/Outbound) customer service.

Handled customers' complaints as well as inquiries related to service; ensured satisfactory responses were sent to the customers via email/phone channel.

Team Supervision and floor mentor.

Escalation and grievance handling.

Worked on Siebel and SAP applications which maintain customers' data, also shared new learning in team huddles and led the bench marking sessions.

Maintained customer's record in database and keep them updated; performed repeat analysis of all detractor case and floor support for the new adviser.

Briefed the team about new leanings regarding the process and customer query handling.

10/07/2008–09/10/2009

Customer service representative

Sutherland global services, mumbai (india)

Analyzed the daily productivity trackers to be maintained and shared on a daily basis to the management; received query through phone, e-mail and web

Understood the problem and if product related then provided solution for it through phone, email or remote access (logmein rescue)

Took care of installation and configuration of Norton or Symantec product as well as of renewal and up gradation and customer data updating

Kept a track of pending calls and also ensured quality of all the processes with their respective workflow

EDUCATION AND TRAINING

06/06/2008–08/06/2012

Bachelor of Commerce

EQF level 6

Karnataka state open university, Mumbai (India)

Financial Accounting

Income tax law and practice

cost accounting

Law and practice

Management accounting

Business Statistic

Business law

Marketing management

Computer

31/12/2016–Present

Masters in operation and project management

EQF level 8

Madurai Kamaraj University

Management Theory and Practice

Organisational Behavior

Accountancy for Managers

Managerial Economics

Statistics for Managers

Marketing Management

Financial Management

Human Resource Management
 Operations Management
 Research Methods for Business
 Operations Research
 Strategic Management
 Computer Integrated Manufacturing
 Management Information System
 Advanced Operations Management
 Entrepreneurship
 Facilities Location and Process Design
 Product Design and Project Management
 Supply Chain and Logistics Management
 Advanced Maintenance Management
 Final Project Report

PERSONAL SKILLS

Mother tongue(s) Hindi

Foreign language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C2	C2			C2

Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user
 Common European Framework of Reference for Languages

Communication skills

Good communication skills gained through my experience as Team leader talking to various customer North America and Europe region as part of customer service operations.

Organisational / managerial skills

Managing large teams of staff from different disciplines.
 An accomplished people manager who champions both individuals and teamwork.
 Valuing diversity and promoting equality at every opportunity.
 Tackling complex problems by coming up with be spoke solutions.
 Good verbal and written communication skills.
 Robust negotiation and influencing abilities.

Job-related skills

Communication.
 Ability to Work Under Pressure.
 Decision Making.
 Time Management.
 Self-motivation.
 Conflict Resolution.
 Leadership.
 Adaptability.

Digital skills

SELF-ASSESSMENT				
Information processing	Communication	Content creation	Safety	Problem solving
Proficient user	Proficient user	Proficient user	Proficient user	Proficient user

Digital skills - Self-assessment grid

Well versed with basic fundamental of Hardware and Networking like A+ and N+, advanced networking, Windows Operating and Microsoft Office

