MOHAMMED ZUBAIR

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Personal Particulars:
Date of Birth: 10th August 1983| Nationality: Indian | Gender: Male
Passport Number: X3911636
Permanent / Present Address: Bengaluru, India

CAREER SNAPSHOT

- Student Executive with over 13 years of experience in Education, Customer Support, Telecommunication & Marketing Services industry
- Proven track record in improving student engagement and retention through targeted interventions and personalized support
- Strong leadership skills with experience in team management, quality assurance, and performance improvement
- Adept at using various CRM and communication platforms to enhance customer experience and streamline processes
- Excellent interpersonal communication skills, highly adaptable, and self-motivated with a focus on continuous learning and professional development

CORE COMPETENCIES

Customer Experience Management | Team Leadership | Data Analysis | Process Improvement | Telemarketing | Audience Generation | Event Management | Escalation Handling | Reporting (MIS) | Voice & Email Process | Partner Engagement | Customer Retention

Technical:
CRM Platforms: Salesforce, Freshdesk, Zendesk
Communication Tools: Haptik, Google Workspace (Sheets, Docs, Slides, etc.)
Data Analysis Tools: Metabase, Excel
Programming & Scripting: Java (Sun Certified Programmer)
Design Software: Adobe Photoshop
Productivity Tools: MS Office (Word, Excel, PowerPoint, Outlook)
Typing Speed: 38-40 WPM

WORK EXPERIENCE

Vedantu Innovations Pvt. Ltd., Bangalore, India | Senior Executive - Student Experience | Apr 2024 – July 2024

- Utilized Freshdesk to resolve student issues efficiently
- Analysed student data to tailor engagement activities and ensure consistent attendance
- Conducted regular interventions through calls for mentoring and counselling
- Ensured 85% student participation in tests and assignments via the Vedantu E-Learning App
- Maintained average student attendance at 90% and tracked academic performance closely
- Engaged regularly with parents to discuss student progress

Program Associate – Centre of Excellence | July 2023 – Mar 2024

- Collaborated with stakeholders to enhance student and teacher excellence
- Innovated and implemented new processes to improve user experience
- Managed and executed projects from inception to completion
- Automated various operational processes to increase efficiency
- Held advanced proficiency in Google Sheets and other Google Workspace tools
- Took end-to-end responsibility for the smooth execution of course programming
- Acted as a mentor, directly interacting with students to address academic concerns and improve NPS

Program Account Manager – Promoted to Quality Team Lead | Aug 2020 – July 2023

- Managed student accounts using Salesforce, Metabase, and Haptik
- Implemented a performance management system to exceed expectations
- Held regular team meetings to ensure alignment with workflow and deadlines
- Analysed student data to enhance engagement and retention throughout their academic journey
- Ensured 90% average student attendance and facilitated regular parent engagement on progress
- Achievements: Managed over 1000 students, ensuring over 90% attendance, and optimizing their performance for competitive exams

ANI Technologies Pvt. Ltd., Bangalore, Bangalore, India | Senior Customer Support Executive | May 2016 - May 2020

- Handled complaint and query calls, providing customer satisfaction by resolving issues on call
- Replied to customer emails regarding billing, safety, and feedback within the given TAT
- Worked on Zendesk for email support, known for its mission-critical service offering

Floor Coach (Ola Lease - L2 Escalations) | May 2016 - May 2020

- Managed escalation calls from leasing partners, handling urgent leave requests and rental waivers
- Ensured timely resolution of partner issues through detailed analysis and communication

Senior Customer Support Executive (Ola Fleet Technologies - Outbound Process) | May 2016 - May 2020

- Conducted weekly calls to leasing partners to improve customer service and vehicle quality
- Organized personality development programs to enhance partner-customer interactions and retention

Senior Customer Support Executive (SRT - Safety Response Team) | May 2016 - May 2020
- Handled SOS and Guardian calls to address safety concerns during rides
- Conducted real-time investigations and provided solutions to ensure customer safety
- Utilized AI systems to monitor ride safety and promptly addressed deviations

PREVIOUS EMPLOYMENT HISTORY

- Executive CEP (Customized Engagement Programs) | Kestone Integrated Marketing Services Pvt. Ltd. | Jun 2010 - Dec 2015
- Project Trainee Engineer (Internship) | Thesys Technologies Pvt Ltd, Bangalore | Mar 2009 - Jul 2009

PROJECTS

Lenovo
- Vendor Coordination: Contacted vendors to obtain quotations from courier agencies
- Evaluated and finalized vendors for dispatch operations, ensuring cost-effectiveness and reliability
- Billing and Finance: Managed the submission of bills to the finance department for approval and processing
- Escalation Handling: Addressed and resolved executive-level escalations promptly to maintain customer satisfaction
- Dispatch Operations: Supervised the dispatch of goodies to eligible customers across the country, ensuring timely delivery
- Team Management: Led a team of 11 members, overseeing their daily activities and ensuring efficient workflow

Dell
- Event Support: Assisted in organizing and managing events like Dell SonicWall and System Integrator as an audience generation specialist
- Customer Feedback: Collected and analysed feedback from customers to improve product offerings and service quality
- Product Profiling: Conducted detailed profiling for IT companies to understand their requirements for Dell servers, workstations, laptops, and desktops

IBM
- Student Registrations: Generated student registrations for IBM TGMC 2010 and 2011 by cold-calling professors from IT colleges
- College Coordination: Coordinated with Single Point of Contacts (SPOCs) from various colleges across the country to facilitate student participation
- Certificate Preparation: Utilized Adobe Photoshop to prepare participation certificates for all participating teams, ensuring professional and accurate documentation

National Instruments
- Lead Generation: Specialized in lead generation, identifying and qualifying potential clients for various campaigns
- Audience Generation: Developed strategies to generate audience engagement for National Instruments' events and marketing initiatives

KEY ACHIEVEMENTS

- Promoted to Team Lead - Quality within three years of joining Vedantu Innovations Pvt. Ltd.
- Advanced from Customer Support Executive to Senior Customer Support Executive at ANI Technologies Pvt Ltd due to exceptional performance
- Successfully handled more than 1000 students, maintaining over 90% attendance and enhancing their academic performance
- Spearheaded the automation of several operational processes, improving efficiency and user experience
- Conducted effective partner engagement programs, significantly improving customer retention and service quality

CERTIFICATION

- Sun Certified Programmer for Java2 Platform, Standard Edition 5.0, 2009

EDUCATION

- Bachelor of Engineering in Electronics & Communication from Bellary Engineering College - Visveshwaraiah Technological University, Karnataka, India