# **MOHAMMED ZUBAIR**

Contact: +91 - 991 6791 749 | Email: mdzubairsfz@gmail.com LinkedIn URL: linkedin.com/in/mohammed-zubair-17ab8243

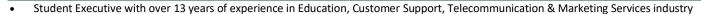
#### **Personal Particulars:**

Date of Birth: 10th August 1983 | Nationality: Indian | Gender: Male

Passport Number: X3911636

Permanent / Present Address: Bengaluru, India

# **CAREER SNAPSHOT**



- 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