**Mohamed Ibrahim Khan**

**Email**: ibrahimkhan.kochi@gmail.com

**Phone**: +91 9645407255

**Profile**: Male, 36, Married

**Nationality**: Indian

**Permanent Location**: Kochi, Kerala–India

**Passport No**: P6437850

**TENURE HIGHLIGHTS**

* 7+ years of previous Supervisory experience in a Call Center, Customer Service, AND Patient Relations area including 4+ year Administrative / Communications experience
* Demonstrate competency and relevant experience in call center operations
* Knowledge of organizational policies, procedures and systems
* Knowledge of operating a variety of office equipment and proficient in various
* Experience in Medical Practice setting
* Microsoft Office/Suite proficient (Word, Excel, PowerPoint, Project, etc.)
* Able to multitask efficiently and effectively

**lANGUAGES KNOWN**

* ENGLISH (READ, WRITE AND SPEAK)
* TAMIL (READ, WRITE AND SPEAK)
* MALAYALAM (SPEAK)
* HINDI (SPEAK) &
* uRDU (MOTHER TONGUE)

**PROFESSIONAL EXPERIENCE**

**OPERATIONS MANAGER CALL CENTER (NEWTECH IT & RCM) KOCHI, kERALA. india**

01/2021 – present

* Supervise staff within one or more operations departments
* Maintain proper employment levels through selecting, interviewing, and training of personnel; conduct performance management activities within each assigned area of responsibility
* Maintain high levels of performance for customer service metrics including: call answer rate, call quality, customer service ratings, order accuracy, etc.
* Manage and improve operational processes, policies, and systems in support of the organization’s mission and to improve efficiency and quality
* Maintain effective inventory control processes which includes inspecting and maintaining quality and standards of goods and supplies
* Create reports, metrics, and budget plans for the organization, as assigned
* Contribute to long- and short-term organizational planning which includes planning for initiatives geared toward operational excellence

**CLIENT CO ORDINATOR (QWAY TECHNOLOGIES) COIMBATORE, TAMILNADU, INDIA**

04/2020 – 12/2020

* Act as bridge between client and the team to give concept a physical implementation and help Senior Management to help adhere smooth transition
* Focus your full attention by carefully listening to and observing client or member
* Directs the day-to-day activities of the employees by ensuring schedule adherence and optimum performance
* Assists in the development of new products, policies and resulting technology changes
* Evaluates individual performance, determines trends, analyzes strengths and/or weaknesses and develops training programs for improvement
* Challenges and supports employees in their development, and uses individuals’ capabilities and potential for the benefit of the team
* Encourages the professional expression of varied ideas and viewpoints, and creates an environment where individual differences are valued and respected

**ASSISTANT MANAGER (DOCGIANT SERVICES) KOCHI, kERALA. india**

07/2003 – 10/2008

* Creates and executes plans for expense management, staffing, service, technology and process improvements
* Plan work schedules for around-the-clock operations and assign staff to accomplish daily work by providing for variations in workload
* Develop, coach and motivate Service and front-line leadership to improve and measure performance and foster a customer focused culture
* Fosters an inclusive work environment that promotes associate engagement and development at all levels using the performance management process
* Provides Physician Relationship Managers and Process Analyst’s assistance with strategic Payer initiatives as requested
* Hiring, training, and developing call center employees. Handles all facets of performance management including performance evaluations and corrective action
* Full people management responsibility (onsite and virtual team members), performance and compensation management, and training and development

**ASSISTANT MANAGER (EXL SERVICES) KOCHI, kERALA. india**

10/2013 – 5/2016

* Ensure workload and workforce management objectives are met to meet the demands of the aggressive marketing campaigns.
* Manage day-to-day operations ensuring weekly sales and client service
objectives are met.
* Provide professional and organizational development direction to Service
* Implemented processes to improve quality of service.
* Participated in improving on boarding process and actively participated in the recruiting, selecting and interviewing of front-line employees as well as
* Implemented processes to improve coaching techniques and coaching varieties.
* Implemented training and measuring process for leadership skills.
* Developed and implemented new sales training and customer service training
* Implemented internal call center Help Desk for newer agents.
* Implemented new coaching techniques for assistant team leaders and

**EDUCATION**

Bachelor’s Degree in MANAGEMENT STUDIES (isbm)

SKILLS

* [Business acumen](https://en.wikipedia.org/wiki/Business_acumen)
* [Problem solving](https://en.wikipedia.org/wiki/Problem_solving%22%20%5Co%20%22Business%20acumen)
* [Strategic Management](https://en.wikipedia.org/wiki/Strategic_Management) and [Planning](https://en.wikipedia.org/wiki/Planning%22%20%5Co%20%22Planning)
* Global thinking

**TRAINING**

COMMUNICATION EXCELLENCE (EXL SERVICES PVT. LTD CAPABILITY DEVELOPMENT)

**DECLARATION**

Thanks for your time and consideration. I’d love a chance to learn more about the position and demonstrate how I can help the company and team to reach organizational goals.

I can be reached at my phone or email if you need any other information.

 Thanks,

 Mohamed Ibrahim Khan.