

Mehjabeen Raza

Hyderabad, India 500004 • +91 77027 66627 • mehjabeenraza@hotmail.com

SUMMARY

Professional Summary

I am an accomplished professional with over 20 years of experience across industries including healthcare, banking, customer service, aviation, and education. I have successfully led cross-functional teams, managed large-scale operations, and driven strategic growth initiatives. As a Director of Operations, I oversaw 120 employees across shifts, collaborated with global teams, and conducted training programs for medical staff in the US.

After taking a sabbatical to focus on raising my children, I am now fully energized and ready to re-enter the workforce, bringing a renewed perspective and unwavering commitment to excellence. My previous roles involved managing high-value customer portfolios, mitigating banking fraud, optimizing financial strategies, and executing large-scale events with precision.

With an MBA, a BA and a diploma in Clinical Child Psychology, I offer a unique combination of operational expertise and a strong foundation in human development. I am seeking a leadership role in a progressive organization where I can leverage my diverse skill set to drive growth, foster innovation, and deliver impactful results.

EXPERIENCE

Cambridge Literacy facilitator, 05/2023 - 05/2024

Keystone International School - Hyderabad, India

Facilitated Cambridge literacy initiatives using child psychology knowledge

Project Management Analyst, 01/2022 - 04/2023

Appen - Hyderabad, India, India

- Contractual Agreement- Part Time-

- Successfully completed various projects as a part-time online contract worker.
- Joining remotely, I efficiently co-ordinated project activities and ensured timely delivery of milestones.
- Oversaw billing records and tracked project progress

Full Time Parenting Break, 05/2019 - 01/2022

Stay At Home Parent - Florida/ HYD, US/INDIA

Director, 05/2016 - 04/2019

WFM Technologies Private Limited - Hyd/ Florida, IND/USA, USA

Director of Operations

Oversaw a team of 120 employees across night and day shifts, ensuring seamless workflow and productivity. Led operational strategies, training programs, and performance management to meet organizational goals. Traveled frequently between India and the US to collaborate with overseas teams and train doctor's office staff on medical billing processes, ensuring quality standards and operational alignment across locations. Demonstrated strong leadership, cross-cultural communication, and process improvement expertise.

Director, 09/2013 - 06/2017

SKILLS

- Leadership & Team Management
- Strategic Planning & Execution
- Project Management
- Operations Optimization
- Cross-Cultural Training & Development
- Financial Management & Budgeting
- Customer Relationship Management (CRM)
- Business Process Improvement
- Event Planning & Coordination
- Staff Development & Training
- Medical Billing & Healthcare Operations
- Fraud Prevention & Risk Management
- Global Team Collaboration
- Child Development & Behavioral Psychology
- Data Analysis & Reporting
- Stakeholder Engagement
- Conflict Resolution & Negotiation
- Operational Logistics & Coordination
- Sales & Revenue Growth Strategies
- Time Management & Multitasking

EDUCATION

Master of Business Administration :

Human Resources Management & International Business Management, 2009
IIBM - Delhi

Bachelor of Arts : Business

Administration, 01/2006

Andhra University - Vishakapatnam

XPM Services Private Limited - Hyd/New York, IND/USA, USA

- Recruited top-performing staff to drive organisational growth.
- Managed client relationships to boost retention and maximise revenue.
- Planned training programme to expand team skills and drive performance.
- Determined performance goals, providing crucial feedback on methods to reach milestones.
- Developed and supervised staff by providing orientation, training, support and direction.
- Managed daily operations by overseeing financials, Key Performance Indicators (KPIs) and employee performance.
- Leveraged network to secure new clients and partnership opportunities.
- Worked with internal and external stakeholders to identify and secure potential clients.
- Mentored and developed new and existing employees to achieve corporate goals and objectives.
- Streamlined supply chain management, improving efficiency and reducing costs associated with inventory management.
- Facilitated stakeholder meetings to communicate company performance, strategies, and future directions.
- Coordinated with regulatory bodies to ensure compliance with legal and statutory requirements, mitigating risk.
- Identified and followed up on key business development opportunities to grow and expand revenues.
- Monitored competitive activity, adapting strategies to maintain competitive advantage and market leadership.
- Transformed business growth by offering innovative commercial business models and culture.
- Collaborated with board to set strategic direction and implement long-term business plans.
- Led team by example to align objectives with overall organisational strategy.
- Negotiated high-value contracts with suppliers and clients, securing favourable terms and boosting company revenue.
- Enforced adherence to established operational processes for delivering exceptional projects.
- Performed objective and rigorous research to assess and manage business risk.
- Oversaw recruitment, training, and development of staff, fostering a high-performance organisational culture.
- Managed annual budgeting and financial planning processes, optimising resource allocation and cost control.

Personal Financial Manager, 08/2010 - 11/2011

Standard Chartered Bank - Hyderabad, India

- As a Personal Financial manager, I was responsible for the following duties -
- Manage an assigned portfolio of customers
- Aid customers in opening, managing & optimising their bank accounts
- Create financial reports, direct investment activities and develop plans for the long term financial goals of the organization
- Key Roles & Responsibilities :
- Work with individual customers to both deepening and widening existing business relationship
- Work with individual customers to qualify their requirements in relation to products offered by the bank and provide service accordingly
- Assist customers to manage risk allocation & diversification through product and revenue diversification
- Responsible for regular update of customer's portfolio
- Identify and prioritise activities to maximise revenue contribution from

the mid- high potential customers

Guest Relations Executive, 01/2010 - 04/2010

Kingfisher Airlines - Mumbai-Hyderabad, India

- Usual GRE duties at the Airport

Associate Analyst, 10/2007 - 04/2008

Deloitte - Hyderabad, India

- My role as an associate analyst with the events committee was to organize and execute the logistics of major events and fundraisers through the year
- Specific responsibilities included-Manage contracts as and when required (production, event decor, entertainment, transportation, team-building, IT, Assistance
- Audit and process invoices
- Post meeting reporting and reconciliation, collaboration and leadership
- Frequent interaction with hotel/dmc/hospitality industry, sales & operations professionals, supporting Deloitte's partnerships
- Consistently adhere to best practices, standards & policies and adopt process improvements
- Frequent interaction and communication with firm leadership & external clients through meeting registration & co-ordination
- Collaborate with other support teams- registration, sourcing
- Contractual Agreement

Fraud Analyst- Banking Support, 04/2006 - 02/2007

HSBC Electronic Data Processing India Pvt Ltd - Hyderabad, India

Fraud Prevention and Escalation Management-

In this role, I was dedicated to safeguarding customers' bank accounts by conducting thorough due diligence and effectively managing escalations related to fraudulent credit and debit card transactions. Key responsibilities included:

- Handling customer calls with empathy and attentively analyzing each situation to understand the details of the fraud.
- Making critical decisions in line with established procedures to resolve issues promptly and accurately, including processing refunds to affected customers.
- Consistently meeting and exceeding quality and performance targets, ensuring a high standard of service while protecting customer's financial security.

Director Personnel, 01/2001 - 01/2006

Trilogix Technologies India Private limited - Hyderabad, India

- Company Overview: Trilogix Technologies was a medical transcription & a software firm and a sister concern of Prologix (United States Of America)
- My role as a Director Personnel was to implement specific communications for the transcriptionists & significantly enhance US/India communications to improve message co-ordination, clarity, consistency & context in line with the overall United States communications guidelines
- Key activities carried out as part of the role :
- Plan, develop & maintain projects communication calendar with the US clients
- Conceptualise & execute assigned initiatives
- Write content for communication programs related to specific initiatives with input & oversight from the leadership team
- Ensure messaging for projects is in line with the overall corporate HR communications strategy of United States
- Stay abreast of the HR strategy, priorities, goals & language style of the United States for a balanced workflow
- Trilogix Technologies was a medical transcription & a software firm

and a sister concern of Prologix (United States Of America)

ACCOMPLISHMENTS

- Successfully completed various projects as a Cambridge Literacy Facilitator, demonstrating effective project management and communication skills.
- Held leadership roles at WFM & XPM, overseeing international assignments and managing training programs for doctors and their offices in Medical billing across different states in the United States.

WEBSITES, PORTFOLIOS AND PROFILES

<https://www.linkedin.com/in/mehjabeenraza/>

ADDITIONAL INFORMATION

State Player for Snooker & Billiards since 2001.