

Shabana Nakhwa

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PERSONAL SUMMARY

An experienced Manager who has a long record of successfully managing people, processes and systems. Dynamic and driven individual with a continuous improvement mind set who has the strength of character to really deliver. The passion to succeed, along with the willingness to progress within a role, and the ability to contribute towards business initiatives. On a personal level confident and passionate manager who can manage, mentor and motivate a team. Key strengths lie in controlling operation's flow patterns and planning ,Workforce management & Capacity Planner .Right now looking to join a company that wants to recruit talented individuals who get things done on time and within budget.

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| • BPO operation metrics | • Handling Escalations | • Monitoring expenditures |
| • Employee management | • Process improvement | • Stock rotation |
| • Team Leading | • Client Retention | • Customer conflicts |
| • Query resolution | • Restructuring teams | • Customer service |
| • Marketing (BTL&ATL) | • Strategic planning | • Application troubleshooting |
| • Maintenance budgets | • Space Management | • Vendor management |
| • Budgetary Control | • Logistics planning | • Employee Relations |
| • Employees empowerment | • Team Building | • Vendor negotiations |
| • Development process improvements | • Client relationship management | • Software development |

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| • Sales Team Manager (Sales/Visit/Closure/HR/Admin)
Properties Mela (Thane)
*Team Capacity – 2 telecallers
1 Digital Executive | August 2021- Till date |
| • MAINTENANCE MANAGER[AMC /WAREHOUSE/CUSTOMER SERVICE/PROCESS DEVELOPER)
Escon Elevators Pvt Ltd[Ghansoli)
*Team Capacity -900 employees (Pan-India Sales & Post-Sales – 10 branches)
30 employees (Pan-India Operations)
80 employees (Pan-India Warehouse)
10 employees (Process Development) | September 2018 – December 2020 |
| • SR .OPERATION MANAGER(SALES)
Shubham Builders & Developers[Taloja).
*Team Capacity – 150 Channel partners
20 Marketing mangers
180 Engineers & Field workers
18 Operations team | March 2016 – September 2018 |

- ASSISTANT MANAGER – (OUTBOUND SALES)
Serco BPO [Thane] July 2012 – December 2015
*Team Capacity - 120 Agents
02 Team leader ,
02 Quality analyst
- CUSTOMER RELATIONSHIP EXECUTIVE (AMC/EXTENDED WARRANTY/PARTS)
Volkswagen Downtown Mumbai[Lalbaugh]. March 2010 – July 2012

PROFESSIONAL SKILLS

- Accurately forecasting future product requirements and order potential.
- Building profitable and business focussed relationships with clients.
- Confident in presenting to decision makers in both public and private organisations.
- Excellent Administration skills with a high level of attention to detail.
- Has a natural empathy and willingness to understand, before being understood.
- Organising and prioritising staff workload methodically
- Positive, confident and friendly demeanour with high level of integrity.
- Proposing practical and timely solutions to complex problems.
- Ability to lead and motivate.
- Able to handle complaints, aggressive customers and difficult situations in a professional manner.
- Adapting tone, language and style for different customers and situations.
- Excellent negotiating skills.
- Planning in advance on what to do, how to do it, when to do it, and who should do it.
- Adapting quickly and effectively to operational issues.
- Can work in a fast paced and very busy warehouse.
- Constantly reviewing processes to identify areas that can be improved.
- Dealing with staff disciplinary issues.
- Developing and maintaining KPIs to measure and improve performance.
- Ensuring that all warehouse activities are closely supervised.
- Experience of storing extremely heavy items.
- Maintaining strict control over inventory levels.
- Meeting agreed deadlines on all orders.
- Optimizing available space.
- Reading, interpreting, and effectively communicating necessary policies and procedures to others.

EDUCATION

Mumbai University, Kalina[Santacruz]
April 2010 - April 2014
Arts T.Y.B.A
61.11%

Allana Junior College, Kurla,Mumbai
April 2008 - March 2010
Arts H.S.C
63.33%

Y.S.K.V, Kurla,Mumbai
April 2007 - March 2008
S.S.C
56.15%

HOBBIES

Playing Quiz in spare time ,enjoy doing activities that involve mental challenges & also love to travel

REFERENCES

Available on request
