

CURRICULUM VITAE

Mohammed Rafique Shaikh

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Personal summary

Extensive and diversified experience in managing and leading a variety of project including sales like Automobile, Insurance, Training & Operations.

Operation Management	Organic Business Growth	Strategic Business Planning
Staff Development	Performance & Quality Standards	P & L Management
People Management	Delivery Management	Customer Satisfaction & Allegiance

Educational Qualification:

Graduate from Mumbai University.

Arpanna Motors Pvt Ltd. 1st October 2023 to 10th May 2025.

Worked as a Process manager for DYD Drive your dream Car Service at home.

Job Responsibility:

1. Handling team of 25 employees for Call center and Service Van team.
2. Manage Daily activity for new leads and Event like (Seminar or Co-Operate office for Car service).
3. Manage digital marketing leads like Zoho, Google, Facebook and Organic lead from Own DYD Application.
4. Daily alignment for Service Van for accurate location wise like (Western Line, Central line, Harbor Line and Thane District.
5. Conducting a weekly review with Tele Sales team and Service Team leader for Appointment taken and appointment completed ratio.
6. Conducting training for new telesales and Technician for soft skills.
7. Monthly bases Refresher training for BQ employees to increase conversion ratio and ticket sizes of type of Service like Express service and Elite Service and Multiple offers car service.
8. Weekly Review with SR Operation Head and CEO to increase production quantity and revenue.
9. Hiring employees for Call Centre and Sales executives.
10. Manage MIS related work for processes related to data based to increase connectivity on

floor with good quality.

11. Conducting quality sessions with call center team and Service team for increase Quality calls and Google review about the company.
12. Design proper calling journey for Arpana group like Software, Calling Script, Quality Parameter and Lead Sources.

Achievements

1. Increase daily Appointment taken from 13 to 32 customers on daily bases.
2. We have achieved 90% Completed appointment for Car door step car service and 60% achievement for Service Garage for additional worked for car.
3. We have achieved conversion ratio from 5% to 25% for appointment count and for Revenue 70% to 110% from Service Van and Service Garage.

Wasan Toyota Pvt Ltd.

7th March 2022 to 30th July 2023.

Worked as a Process manager for Second hand two wheeler.

Job Responsibility:

1. Handling team of 45 employees Showroom and Call Centre.
2. Manage B2B and B2C process for Buying and selling like (Dealership sales and Direct sales to customer)
3. Manage digital marketing leads like OLX, Google, Facebook and Organic lead.
4. Manage CRM and cloud calling software with the help of vendors.
5. Weekly visit 3 showroom 4 franchisee for Sales report, Costing for per bike and Conversion Ratio
6. Conducting a weekly review with showroom manager and Sales executive for call center sales and Direct Sales.
7. Manager multiple campaigns like broad market and organic and SMS blast campaigns.

8. Conducting training for new telesales and sales executive for showroom sales.
9. Monthly bases Refresher training for BQ employees to increase conversion ratio and ticket sizes of motorcycles.
10. Weekly Review with SR VP and Directors to increase production quantity and revenue.
11. Hiring employees for Call Centre and Sales executives.
12. Manage MIS related work for processes related to data based to increase connectivity on floor with good quality.
13. Conducting quality sessions with call center team and showroom executive to increase Quality calls and Google review about the company.
14. Design proper calling journey for wasan group like Software, Calling Script, Quality Parameter and Lead Sources.

Achievements

4. Increase daily showroom walk-ins count from 7 to 45 customers on daily bases.
5. We have achieved monthly sales count from 45 bikes to 125 bikes from 3 showrooms.
6. We have achieved conversion ratio from 20% to 55% for daily walk-ins count and for sales 7% to 20% direct sales from the call center.

Athena BPO Pvt Ltd.

September 2020 to Feb 2022.

Worked with Athena BPO as an Assistant Manager in Onsite go Sales process.

Job Responsibility:

1. Handling Onsite go outbound sales process. Approved LOL 35 agents.
2. Drive business with pickup up 82% and while maintaining agents' quality score 80%.
3. Billing and incentives are approved by client within TAT.
4. Handling Outbound and Inbound End to End process.
5. Design and lead training programs so all agents are capable of succeeding in all tasks.
6. Conducting calls calibrations with Quality team and managements.
7. Ensuring a clean safe and friendly working environment for all team members.
8. Managing a new candidates hiring part as per the process.
9. Conducting weekly and monthly reviews with client and management.
10. Analysis data which we received from client as well raw to increase connectivity on floor

Achievements:

1. We have achieved 82 lac Business with 18% data conversion on Google leads.
2. We have achieved 2.50 lac per seat productivity with the quality score of 80%.
3. Increase the Agent billing from 20 to 35 with in a 3 months.

Company Name – Imetrix Solution Pvt Ltd.

Process Name - Durable Medical Equipment Outbound United states lead generation process and Inbound memberships sales process.

Sr. Team Leader – July 2018 – August 2020

Job Responsibility:

- Design and lead training programs so all agents are capable of succeeding in all tasks.
- Handling Outbound and Inbound End to End process.
- Drive business with cancellation below 7% and while maintaining agent quality score 85%.
- Constantly looking for ways to improve processes.
- Monitoring the performance of agent.
- Conducting a weekly and monthly goal sheet with team member.
- Analysis a data to improve calls quality and to increase a good conversion.
- Achieving a weekly and monthly target as per the directors.
- Implementing new initiatives and make sure all staff understand them
- Giving prompt and accurate information on individual Team member performance.
- Make sure all tasks given to staff are done on time and to the required standard
- Ensuring a clean safe and friendly working environment for all team member
- Verifying a lead before sending to client for a Braces
- Listening a calls of team member as well sharing a positive feedback to each team member
- Conducting calls calibrations with Quality team and managements.
- Handling a shrinkage and attrition in a team.
- Using a dialers according to US times zones to increase a good connectivity on floor.

Viztar International BPO pvt ltd

Jan 2017 till May 2018.

Job Responsibility:

1. Worked as a Sr. Team leader for future generali life insurances sales process.
2. Managed lead generation and end to end sales process.
3. Approved LOL 40 agents with 3 team coach.

Achievements:

1. Drive Business with 10% data conversion with the quality score of 90%.
2. Business growth of 150% last year we have done 60 lac and this we have done 1.45 crore with the same campaign.

Andromeda BPO pvt ltd

from 10th Aug 2013 to 20th Sep 2017.

Job Responsibility:

1. Team Leader :-> Managed Tata Aig general Insurance process with manpower of 25 agents.
2. Team Coach :-> Managed Tata Aig general Insurance process with manpower of 7 agents.
3. Executive :-> Achieved the monthly target.

Achievements:

1. Every month we have achieved 100% of premium target with conversion of 7%.
2. Got promotion executive to Team coach and Team coach to Team leader.
3. Best performer and Best Team leader for the month.

PERSONAL DETAILS:

Name : Mohammed Rafique Shaikh

Father name: Murshid Ali Shaikh

Date of Birth: 30th July 1992

Nationality : Indian

Gender : Male

Marital status: Unmarried

Language known: English, Hindi and Marathi.

PLACE: Mumbai

Regards

Rafique Shaikh