

## Contact

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## Top Skills

Strategy  
Project Management  
Project Coordination

## Certifications

Basic Lean Six sigma certificate  
Certified Employment Interview  
Professional (CPRW)

# Shoyeb Sayyad

Head of Project - ITS, Road & Safety, Traffic Management & Parking  
Solutions  
Dubai

## Summary

Originally from India, with over 12+ years of experience with Big Giants and MNC, that has helped fuel this passion and has given me the essential knowledge and understanding of the Sales and customer service.

Handled various inbound and outbound processes along with proven track record in conference and Events Industry

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## Experience

### DC Consult & Services Private Limited

Head of Project - ITS, Road & Safety, Traffic Management & Parking  
Solutions

July 2021 - Present (3 months)

Bangalore Urban, Karnataka, India

### Hyjiya Store

Operations and Customer Success Manager

October 2020 - June 2021 (9 months)

United Arab Emirates

Look after overall aspects of Customer right from order processing to Shipment and delivery. keeping track of sales and promotions. Assisting customer with stock availability and suggesting available options, up-selling as needed.

### WISDOM

Head Of Sales

November 2020 - December 2020 (2 months)

Free Lancing for an virtual Technology event

### Tradepass

Sr. Sponsorship Sales Manager

October 2019 - September 2020 (1 year)

Bengaluru, Karnataka, India

Heading the Cybersecurity Conference in Africa -CyFrica

World Property and Investment Show | Times of India  
Business Development Manager  
May 2019 - September 2019 (5 months)  
Bengaluru, Karnataka, India

Responsible for generating revenue through sponsorship sales for events and conference. creating packages for exhibitors and sponsor's accordingly.  
client management.  
mentoring and coaching sales representatives.

HGS - Hinduja Global Solutions  
Assistant Operations Manager M2 Level  
July 2018 - May 2019 (11 months)  
Pune, Maharashtra, India

Team Manager for outbound Telesales for NBFSI processes.  
managing 5 line of businesses from credit cards to Secured and unsecured loans.  
controlling and managing 100+ agents and team leaders.  
identifying and bridging process gaps.  
conducting Interviews from agent to Team Leader positions.  
conducting MBR & QBR meets.  
one on ones with Team leaders and agents.

Credence Management Solutions, LLC  
Sr. Team Leader  
February 2016 - March 2018 (2 years 2 months)  
Pune, Maharashtra, India

Managing US collection process.  
Coaching and providing feedback to agents post call listening.  
Responsible for overall portfolio performance.  
Absence management.  
Attrition management.  
Conducting interviews.

WNS Global Services  
Lead MO3 level  
July 2011 - February 2016 (4 years 8 months)  
Pune, Maharashtra, India

Lead for Aviva UK collection processes and for US Travel process.  
Performance management.  
Shrinkage management.

Absence management.

Attrition management.

Monitoring agent performance based on AHT, Internal Quality score and CSAT survey.

Training and refresher training for agents.

Preparing Shift rosters for the agents and processing the week off swaps.  
participation in Client and Service level calls.

### 3 Mobile UK

Sr. Customer relationship Advisor

September 2008 - July 2011 (2 years 11 months)

Pune, Maharashtra, India

Servicing 3UK customers through inbound and outbound calls.

Ensuring meet the set targets on AHT, Quality and CSAT scores.

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## Education

Dr. C. V. Raman University, Kota Bilaspur

Bachelor of Commerce - BCom, Business/Commerce, General · (2011 - 2014)

Shivaji University, Kolhapur

12, Business/Commerce, General · (1998 - 2000)

NESM

SSC · (1988 - 1998)