

# MD RAEES AHAMED



## PROFESSIONAL SYNOPSIS:

- A competent professional with 25+ years' experience in the areas of Business Analytics, Strategic
- Transformations and Process Re-Engineering and Technical Support along with Transition Management in BPO sector.
- A result oriented professional with proven track record of developing procedures, service standards and operational policies, planning & implementing effective control measures to effectively meet the SLAs.
- A born leader with a passion to acquire knowledge. "Figure-it-out-and-get-it-done" focus, whether on familiar turf or not.

## QUALIFICATION:

**Post-Graduation** (English Literature) [University of Pune (UoP)]

**B.A. in Arts** (English Hons.) [The Thoubal College, Thoubal, Manipur, Manipur University].

**HSC Arts** [Council of Higher Secondary Education Manipur].

**SSC** [Board of Secondary Education Manipur].

**Certified – MindMap, Memory Skill, Personality Development & Career Guidance Trainer**

## PROFESSIONAL EXPERIENCES:

### Founder of Manipur Creative School

➤ July 2014 to Present [Chairman & Managing Director]

MCS aims to enable schools to manage their operation and resources in an effective and accountable manner so as to raise the standards of teaching and learning and thus improve the students' learning outcomes. Hence, schools are devolved more responsibilities and provided with the necessary resources, autonomy and flexibilities so that they can respond proactively to the needs of the students and the community in the delivery of educational services.

The objective is that schools will develop a management framework for building a shared vision and ownership among all members of the school community, and strengthening the partnership among the various stakeholders through participatory decision-making. The key stakeholders can contribute their views and expertise for the betterment of the school. We envisage that our schools will be professional learning communities wherein decisions are made by those who work directly with the students and continuous improvement is ensured through more systematic planning and self-evaluation processes.

## **Worked with ICHEL Express – a daily Manipuri Morning Newspaper**

➤ **September 2016 to September 2017**

ICHEL Express is the fastest growing Manipuri Edition Newspaper and emerging in the print media in Manipur. Since its inception in 2015, the printing media has a revolution in Manipur and has emerged as a biggest transparency leader in print media. It reaches over 50,000 unique visitors who collectively account for 1,000,00 page readers in all form of media. ICHEL Express proudly carries the news and events from every corners of Manipur with a stand out leadership in helping and providing globalization people voice to unheard voices of people. ICHEL Express strictly encompasses the following objectives, that is why ICHEL Express emerges as an Independent Leader in different dimension within a short of printing media journey. Worked as an Additional Managing Director (Advertisement, Circulation & Public Relations).

### **Key Roles and Responsibilities in this capacity are:**

- Coordinate with the Sales Team within ICHEL and Management to expand the functionalities to the new subscribers
- Post-acquisition of new subscriber, understand the Ad business of them and publish their Ad to meet their requirement. This achieved by having various rounds of customer calls, and demos
- Report to the Manager and Directors on day to day operations, especially SLAs / Metrics / HR issues
- Identify areas of process improvements through a statistical thought process
- Mentor and guide the team on taking initiatives pro-actively
- Team Handling - Goal setting, Performance Appraisal, Feedback Discussions and Rostering for the Team – circulation as well as public relations

## **Worked with ICertis Company, Pune**

➤ **September 2012 to July 2016**

Icertis Solutions Pvt. Ltd. is a leading provider of enterprise solutions in the Microsoft Cloud (Azure). The Icertis product suite includes comprehensive solutions for contract and compliance management, cargo transportation management, fleet management, and public transport management. Worked as a **Senior Technical Consultant (Product Support Engineer)** in Technical Support Cloud (Microsoft Azure) Domain for US based Organization

### **Key Roles and Responsibilities in this capacity are:**

- Coordinate with the Sales Team within Icertis to configure the core Icertis Contract Management (ICM) to demonstrate the functionalities to the new customers
- Post-acquisition of new customer, understand the contracting business of them and configure ICM to meet their requirement. This achieved by having various rounds of customer calls, WebEx screen sharing sessions and demos
- Handling the enhancement request for the existing customers and delivering the same within the stringent project timelines

- Use of SFDC in identifying customer types and provide suggestion to the development team about the future requirements and best to have feature in ICM
- Coordinate with the Internal Teams within Icertis to get the outstanding issue resolved
- Extensive use of SQL to check and correct data from backend
- Extensive use of MS Excel to prepare dashboard for various activities that will improve the team performance
- Deployment of packages and test and confirm build to developers and customers
- Responsible for SLAs, Quality and Accuracy of individual Team
- Manage resources in effective & efficient ways which yields a better productivity & utilization
- Ensure implementation of various SOPs as laid down by the BU Head from time to time
- Report to the Manager and Directors on day to day operations, especially SLAs / Metrics / HR issues
- Identify areas of process improvements through a statistical thought process
- Mentor and guide the team on taking initiatives pro-actively
- Team Handling - Goal setting, Recruitment, Performance Appraisal & Feedback Discussions and Rostering for the Team (Associate Consultants & Consultants)
- Reassign the resources to perform non-core activities (Software Testing activity) during not peak weeks

### **Worked with MphasiS, an HP Company, Pune.**

#### ➤ **January 2010 to August 2012**

Worked as **Specialist Technical Support** and my role in MphasiS was taking calls from Business Partner (BP), doing sometime Floor Walker and helping to new hires for Bank of America (BoA), ITO – Service Desk which is defined as complete Desktop/PC Support.

#### **Key Roles and Responsibilities in this capacity are:**

- Handled High Level Escalations for Microsoft Products like Live Meeting, Microsoft Office Communicator 2007 R2, Outlook and Blackberry for Bank of America (BoA) Users' and other Bank supported applications.
- Being a Floor Walker, trained new batch and assisted team members.
- Handled the Business Partner's issues (BP) through Remote Access Control, emails, LiveChat and Calls (Inbound & Outbound).

## **ACHIEVEMENTS:**

- Got 4 appreciations emails and certificates from the HP BPOS Project Manager for one of the high level escalation regarding Microsoft Live Meeting Issued and it has been resolved by me in our Service Desk.
- Star of the Month in the month of January, March & May 2011.
- Got highest productivity performer consistently for last 12 months.

## **Worked with Infosys BPO Ltd., Pune**

### **➤ October 2007 to January 2010**

Worked as **Process Specialist (SME)** with a Pilot Level1 support for a UK based British Telecom Services.

### **Key Roles and Responsibilities in this capacity are:**

- I was working with Infosys BPO Ltd. Semi Voice Technical UK Process BTGS as an Agent and a SME from 22nd Oct 2007 to 4th Jan. 2010.
- I have got many appreciations from client as well as from Infosys itself regarding process improvement like making macro for process automation in order to data fetch and store in to a work book and difficult Order.
- I was monitoring the real time work flow and preparing daily and weekly dashboard and reporting to client.

## **ADDITIONAL ITO SKILLS:**

- Complete Technical PC Support to the US and Global Customers for Bank of America (BoA).
- MS Office, Outlook, Live Meeting, Communicator Support.
- Blackberry Enterprise Support, iPhone, Android & Smart Phones.
- Applications, Dispatch Ticket to HP & Onsite Engineers.
- Bank of America (BoA) Applications through Remote Access Control.
- Work within Client service level agreements.
- Assess the proper issues, escalate if applicable.
- Ensure Total Problem Resolution in first attempt
- Confirm and/or update customer profile in client database.
- Teamwork to achieve targets and special assignments assigned by the management.
- Organize and utilize all support resources provided including emails, documentation, etc.
- Preparing and reviewing the scripts for the knowledgebase for the process. Providing feedback to the analysts.

## **The Antarctic English School, Yairipok, Imphal East, Manipur.**

Worked as an assistant teacher with this one of the reputed English Medium School in Manipur which has been continually producing toppers in the merit lists of Board Exam of Govt. of Manipur. I had worked with this organization since June 2007 till date. While working with this school, I had been teaching English for

Std V to VIII.

**The Mehar Higher Secondary School, Yairipok, Imphal East, Manipur.**

Worked as an assistant teacher with this school since 2002 till May 2007. While working with this organization, I had given the responsibility to teach English, Maths, Social Science, and Science for Std. V to VIII.

**STRENGTH:**

Positive Attitude, Patience, commitment, Determination, Goal Oriented, Honesty & Hard Work.

**COMPUTER & OTHER'S:**

Operating System	Windows 98/2000/XP/2003 Server/7/8.1/10/Surface Pro & Office Packages
Tools	Remedy7, MAXIMO, FreshDesk, Compass MCS/Premier, Clarify, ITSM, Citrix, Unicorn, MSSolve, SQL, ICM and Axis

**SOCIAL INVOLVEMENT:**

- President Administrator (Public Relations & External Affairs): Manipuri Muslim Online Forum (MMOF), 2011 to present
- Vice-President/Spokesperson: AMMOCOC, an Apex Body of Manipur Panggal, 2017 to present
- Treasurer National Committee: SKSSF
- Secretary General : MANIRA Foundation, 2007 to present
- Joint Secretary: ICHEL Group which runs a daily Manipuri Newspaper called ICHEL Express – The Voice of Manipur 2018 to present
- Joint Secretary: Manipuri Muslim Online Forum (MMOF), 2011 to 2017
- Secretary General: Northeast Community Organization, Pune (NECoP), 2014 to 2015
- Assistant Secretary: Northeast Community Organization, Pune (NECoP), 2012 to 2014
- President: Manipuri Students Association, Pune (MSAP), 2010 to 2012
- Executive Member: United Muslim Organization (UMO), 2006 to 2007
- President: All Manipuri Muslim Students' Organization (AMMSO), Yairipok Branch, 2005 to 2007
- District Advisor Nominee: All Manipur Student Union (AMSU), 1999 to 2001
- Coordinator: RAHMANI30, LATEEFI40, SHAHEEN Bidar, FALCON Bangalore, SAHAYATA Trust Hyderabad, IMRC USA, Hamdard Study Circle
- State Head: Association of Muslim Professionals (AMP), 2012 to 2020
- President: Manipuri Muslim Online Forum (MMOF), 2018 to present
- Publicity & Information Secretary: All Manipur Student Union (AMSU), 1996 to 1997

**Personal Profile:**

Name : Md. Raees Ahamed.  
Permanent Address : Yairipok Tuliha Awang Leikai near Masjid,  
Imphal East District, Manipur - 795149  
Present Address : Sermon Road, 5<sup>th</sup> Avenue, Dewlahland Imphal, Manipur - 01  
Mobile Number : +91 976-549-3896  
Date of Birth : 1st August 1981  
E-mail : [mdraeesahamed@hotmail.com](mailto:mdraeesahamed@hotmail.com)  
Sex : Male  
Marital Status : Married with 4 Kids [3 Daughters & 1 Son]  
Nationality : Indian  
Religion : Islam  
Language Known : English, Hindi & Manipuri.  
Hobbies : Playing Football & Badminton

**DECLARATION:**

I do hereby declare that all the above mentioned information is correct.

**Date:** 05/09/2020

**Md. Raees Ahamed.**

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