

# Shaik Abdul Nayeem

Hyderabad, India

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## PROFESSIONAL SUMMARY

Professional with around 9 years of strong experience in Business Data Analysis and Customer Service departments.

Currently, Working as Senior Business Analyst / Data Analyst at LTIMindtree for implementation of strategies to enhance customer satisfaction and responsible for data analysis, identifying trends, optimizing workflows. 6+ years of experience as a Team Manager at Amazon in Customer Service Industry, Data Analysis, people management, operations and driving the initiatives for North America Customer Support Team in India. Experience in using SQL Queries and handling Project Documentation.



## LANGUAGES

English ● ● ● ● ●

Hindi ● ● ● ● ●

Telugu ● ● ● ● ●



## SKILLS

### Microsoft Office Suite

Word, Excel, Powerpoint, Outlook

### SQL Developer/ Hive

Writing SQL Queries

### Tableau

Dashboard Reporting



## PROFESSIONAL EXPERIENCE

### LTIMindtree

Senior Business Analyst / Data Analyst

03/2021 – Present | Hyderabad, India

- Analyzing client's customer service data to identify trends, patterns, and areas for improvement. Provided recommendations from a statistical data analysis perspective and providing data reports and analytics to internal and external clients.
- Performing Data Analysis on daily operations and identifying the gaps in process, fixing them through escalating to the relevant stake holders.
- Defining and monitoring key performance indicators (KPIs) related to customer service, such as response times, resolution rates, and client's customer satisfaction scores.
- Contributing to ongoing initiatives for the continuous improvement of client's customer service operations.

### Amazon Development Centre India Pvt Ltd

Team Manager

09/2017 – 03/2021 | Hyderabad, India

- Responsible for overseeing the customer service department and ensuring the company delivers the highest level of customer service possible.
- Supervising 30+ agents , trains, coaches and mentors the employees. Provided assistance in hiring, training and terminating the customer service agents.
- Analyze data to identify strategies for improvement of service and productivity. Ensured the consistent achievement of customer service levels and company standards, Investigate customer's problems and find solutions.
- Increased efficiency and cut down costs by implementing self-service and various automations and writing the problem statements to the issues identified with the impact and preferred resolutions to arrest the problems.

### Amazon Development Centre India Pvt Ltd

Executive Customer Relations Specialist/ Resolution Lead

08/2014 – 09/2017 | Hyderabad, India

- Handling the customer complaints on behalf of Amazon's CEO and also answer to the notices sent by the Attorney General Offices and Better Business Bureau complaints for North America business.
- Supporting customer service associates (CSAs) with policy or process questions, maintaining a high level of knowledge in order to provide support for live contacts.

## EDUCATION

### **Master of Business Administration**

Pragathi Mahavidyalaya PG College  
2017 | Hyderabad, India

### **Bachelor of Technology**

Joginpally BR Engineering College  
2014 | Hyderabad, India

## CERTIFICATES

- Microsoft Certified : Azure Fundamentals
- Certified Scrum Product Owner (CSPO)
- Microsoft Certified: Web Development
- AWS Partner Accreditations: Sales, Economics, Technical

## AWARDS

### **Outstanding Leader Award**

Amazon Development Centre India Pvt Ltd

Received it for 2 consecutive quarters in 2020 (Q3 & Q4) for exceptional team performance.

### **ACES Advocate Award**

Amazon Development Centre India Pvt Ltd

Awarded for fixing highest number of problems related to process in a year.