



Naved Ali Hashmi

Agile learner with a proven record of diversified learning and achievements, eagerly looking for an opportunity as Analyst, Associate, Business Analyst, Consultant, Team Lead, Assistant Manager or Manager with an organization across the Globe

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Contact

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Languages

Hindi

English

Area of Exposure

Quality Check

Customer Relationships

Vendor Management

Client Servicing

Training

Profile Summary

- Experienced in the fast paced technology driven finance companies (FinTech)
- Gained rich experience in making decisions and flexible in working in different time zones for smooth progress of everyday business operations
- Proficient in managing business operations with key focus on bottom line profitability and customer satisfaction by ensuring optimal utilization of resources
- Proficient in grasping new technical concepts quickly and utilizing them in a productive manner
- Excellent communication, analytical and problem-solving skills

Education

- PGDM/MBA with dual specialization in International Business and Marketing from Birla Institute of Management Technology (BIMTECH), Greater Noida
- B.Sc. from Hans Raj College, University of Delhi, New Delhi
- 12th in Science from G.B.S.S.S., C.B.S.E., New Delhi
- 10th from Victor Public School, C.B.S.E., New Delhi

Professional Experience

May'21-Nov'22, Flyhomes, Noida as Team Lead

Key Result Areas:

- Managing day-to-day activities and team handling, ensuring timely completion of process
- Analysed processes and made changes for continuous process improvements, resulting in a reduction in errors and turnaround time
- Coordinated with technical teams to automate manual processes and improve efficiency
- Track performances on the basis of KPI's
- Trained new joiners on the entire process
- Established strong cross-functional working relationships to improve overall operations and assist in conflict management
- Resolved escalations and provided excellent customer service
- Attention to details
- Prepared reports for analytical decisions and communicated with stakeholders

Team Handling

Audit & Compliance

Soft Skills

Communicator & Team Player

Negotiator

Thinker & Flexible

Team Lead

Personal Details

Address: House No.- 346/A, Street No-16,
Jafrabad, New Delhi – 110053

July'20-May'21, Better Mortgage, Gurgaon as Analyst

Key Result Areas:

- Learned about the US Mortgage industry
- Implemented company processes during the disclosure process for the highest level of customer service
- Resolve issues and queries of cross-functional teams
- Analyzed processes and documents to find the errors
- Prepared reports for management decision making using SAP—SAC (SAP Analytics Cloud)

May'19-June'20, Bajaj Finserv, New Delhi as Collection Manager

Key Result Areas:

- Accomplished targets as per collection metrics and completed new initiatives and processes smoothly
- Maintained partner relationship with outside collection vendors
- Liaised for manpower requirement considering geographic spread pro-actively and capacity model
- Ensuring compliance of audit queries with company policies

Internships

Apr'18 to Jun'18, Arvind Internet Limited, Punjab

Project: Promoting Omni Channel Services Towards Better Customer Experience

Role:

- Examined data of the daily report and then took appropriate actions
- Modified the training according to the different culture of different brands
- Resolved real time problems, inspired staff and mystery shopping

Achievements:

- Most of the store achieved their target 1st time
- Enabled an exponential growth by some stores
- Trained-retrained 23 stores of 8 different brands

Certifications

Secured certification in:

- SAP—SAC (SAP Analytics Cloud) – Data Visualization, Planning and Predictive Analysis in 2022
- Digital Marketing from Delhi School of Internet Marketing in April 2016

IT Skills

- MS Office Suite (Word, Excel and PowerPoint)
- Basic understanding of BODS, SAP SAC, Python and Power BI