

Mohammad Azam Qureshi

Project Manager

Result-oriented project manager with 8 years of experience improving business and operational processes by leveraging in-depth experience in project management, customer service, and sales within the insurance sector.

Committed manager with exceptional leadership, organizational skills and communication abilities leads high-performing cross-functional teams. Leads projects, company operations and business growth.

Work History

2021-01 -
Current

Project Manager - Customer Application

Care Health Insurance Limited, Gurgaon

- Collaborate with stakeholders to gather document (BRD, FRD, SRS) and prioritize business requirements, ensuring alignment with organizational goals for delivering **Freshdesk** for Customer Service.
- Evaluate current business processes, identify bottlenecks, and recommend process improvements for enhanced productivity to 96% FTR.
- Analyze and assess business processes, systems, and requirements to identify areas for improvement and drive operational efficiency.
- Coordinate with cross-functional teams, particularly IT, to integrate systems, implement technological solutions, and optimize overall business functionality.
- Create detailed documentation, including business requirements, process flows, and system specifications, to guide development teams and ensure **Freshdesk** success.

Contact

Address

E-101, Saptarishi Vihar,
Tower-6, Sector-44, 201303,
Noida

Phone

9690166766

E-mail

qureshiazam231@gmail.com

Nationality

Indian

LinkedIn

<https://www.linkedin.com/in/mohammad-azam-qureshi/>

Skills

Agile Methodologies- JIRA, User Stories, User Acceptance Criteria, Product Backlog

Documentation (BRDs, FRDs and Use Cases) and Test Cases

Process Improvement and Optimization

Stakeholder communication and Management

Change Management and

- Facilitate effective communication between business and technical teams, ensuring shared understanding of project objectives and requirements.

2017-09 -
2020-12

Manager - Customer Service

Care Health Insurance Limited, Noida

- Handle escalated cases and if necessary raise tickets to concerned team to resolve problems
- Monitor queues to verify calls on hold and calls in waiting to meet SLA to 97%
- Adhered to schedule and drove improvements in ACHT
- Drove quality assurance (QA)
- Resolved escalated complaints to restore customer satisfaction and increase retention.
- Educated teams on product and service updates to enable persuasive selling.
- Identified knowledge and training gaps and implemented training to boost service delivery.
- Incorporated customer feedback into process and policy planning to improve service.

2016-07 -
2017-08

Customer Service Executive

Intarvo Technologies, Noida

- Resolved complaints with proactive problem-solving and analysis.
- Improved company processes by analysing customer feedback and service trends.
- Provided professional and helpful support to new and existing clients.
- Handled live chat queries within strict timeframe targets.
- Explained benefits and advantages of different product and service offerings to customers.

Education

2023-08 -
Current

Master of Business Administration: Marketing

Mangalayatan University - Aligarh, UP

2015-06 -
2018-07

Bachelor of Science: Science

Risk Analysis

Implementation of new
CRM Freshdesk

Integration of C-Zentrix ,
e-mail campaign, Social
media, chat process, IGMS
syncing with Freshdesk

On-boarding of branch
and customer service on
Freshdesk CRM by
removing BQRM process

Project Management
Methodologies

Languages

English

Hindi

Accomplishments

- Spot Award at Care Health Insurance for Freshdesk First Phase live
- Achiever of the Quarter AMJ'2024 for Customer Servicing Projects

Software

MS Dynamics CRM

Freshdesk

FreshService

JIRA

Figma

Certifications

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| 2023-08 | FreshDesk OmniChannel Expert Certification certified by Freshworks |
| 2024-06 | FreshService Expert Certification certified by FreshWorks |