

Fazuludeen A
Tata Consultancy Services | Assistant Manager | Chennai, India

BASIC INFORMATION

Experience in:	Telecom Industry
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Language:	English, Hindi, Tamil, and Urdu.
Address:	Chennai, Tamil Nadu, India

CAREER CONTOUR

I am unwavering, meticulous, and highly competent in the **Telecom Industry**. I have a consistent record of delivering results-driven work with a proven ability to implement my projects in an organized manner, spanning **13+ years** of my successful career.

My expertise:- **Telecom Industry – Telecom Operations, Team Leadership, Performance Management, Process Improvement, Client Coordination, KPI Management, Operations Excellence, Training & Mentoring, Workforce Planning, Reporting & MIS, Employee Engagement, Customer Experience, Stakeholder Management, Continuous Improvement**. I have in-depth knowledge of all the ethics of management. I possess effective communication skills and am a team player with strong organizational, Logical, and Problem-Solving Abilities.

I have extensive experience working with large-scale organizations, such as **Tata Consultancy Services (TCS)**. I am well-versed in skills including analysis, problem-solving, and coordination, which have contributed to my success and dedication. Strong influencing and negotiation skills coupled with a proven ability to think in and out of the box, generating new solutions.

I have commenced my profession as an **Executive** and risen myself as **Assistant Manager** in a reputable company. I would like to see myself growing with the passing years of hard work and dedication. I have been awarded many accolades for my result-oriented hard work.

Armed with a multitude of competencies and work experiences, I am confident to carry forward any organization's vision & objectives with sufficient ease and dedication to my job responsibility.

EXPERIENCE

Mar 2013 – Present | Tata Consultancy Services (TCS) | Assistant Manager | Chennai

Responsibility: -

- Leading and managing team operations to ensure productivity, quality, and SLA adherence.
- Conducting regular performance reviews, providing feedback, and recognizing high performers.
- Planning workload allocation based on business priorities and resource availability.
- Coordinating with internal and client stakeholders to meet and exceed KPI targets.
- Delivering Weekly, Monthly, and Quarterly Business Review (WBR/MBR/QBR) presentations.
- Mentoring, training, and onboarding new team members for a smooth transition and productivity.
- Driving process improvement and cost optimization initiatives across operations.
- Using data analysis to forecast trends and support management decision-making.
- Organizing team-building activities to foster collaboration and a positive work culture.
- Acting as key point of contact for client communication and escalations.

- Monitoring daily performance metrics and initiating corrective actions to address gaps.
- Ensuring compliance with organizational policies, process guidelines, and audit requirements.
- Managing shift rosters, attendance, and leave planning to maintain optimal coverage.
- Supporting transition of new processes and stabilizing operations during ramp-ups.
- Handling escalations proactively to minimize business impact and improve customer satisfaction.
- Collaborating with quality teams to improve accuracy, efficiency, and process adherence.
- Preparing detailed MIS reports and dashboards for senior management reviews.
- Driving employee engagement initiatives to improve retention and team morale.
- Identifying training needs and coordinating refresher sessions to upskill team members.
- Supporting talent identification and succession planning within the team.
- Participating in client audits, reviews, and compliance discussions.
- Contributing to continuous improvement initiatives aligned with organizational goals.

Jul 2012 – Dec 2012 | ACME Job Solutions Pvt. Ltd. | HR Recruiter | Chennai

Responsibility: -

- Interpreted client hiring requirements and sourced suitable candidates via job portals.
- Conducted high-volume telephonic screenings (100+ calls/day) to assess candidate suitability.
- Scheduled interviews and coordinated between candidates and clients.
- Maintained follow-ups with candidates through selection, onboarding, and probation.
- Ensured timely closure of hiring requirements with accurate documentation.

ACHIEVEMENTS

- Lean Six Sigma Green Belt certified – completed project focused on KPI improvement.
- Awarded the Service & Commitment Award at TCS for consistent performance and dedication.
- Received multiple client appreciations for process improvements and timely delivery.
- Consistently rated among the top performers in annual appraisals.
- Earned Feedback Influencer and Xcelerate Warrior certificates.
- Bronze Medalist – TCS Olympiad Chess Tournament.

ACADEMIC FORTE

- MBA – Human Resources (2014) Pondicherry University | Loyola College – PULC, Chennai — 63%
- B.Com – General (2012) Madras University | The New College, Chennai — 75%

Training & Certifications:

- Lean Six Sigma Green Belt – KPI Improvement Project
- Wings 1 – HR Domain Curriculum
- Generative AI Competency – Completed
- Internal leadership, process, and performance management training (TCS)

TECHNICAL PROFICIENCY

Well-versed with

- **Operations:** End-to-End Process Management, Productivity & Quality Control
- **People Management:** Performance Reviews, Coaching, Mentoring, Team Engagement
- **Reporting:** MIS, KPI Dashboards, Trend

Analysis

- **Tools:** MS Word, Excel, PowerPoint
- **HR Exposure:** Recruitment Coordination, Candidate Screening, Onboarding Support

Advice for Contacting: I'm always open to conversation, networking with like-minded professionals, or discussing future prospects. Connect with me on LinkedIn or contact me at fazulu10@gmail.com