

Aliasgar Rangwala

An individual keen on hands-on-learning, who has a desire to improve, and someone who intends to contribute positively to the company he works for



Work History

2016-10 -
2020-06

Community Operations Specialist

Uber India Pvt Ltd, Hyderabad, Telengana

- Began working under U4B (Uber for business) team and was responsible for handling and resolving issues for business accounts using Zendesk and Salesforce.
- Assisted in setting up and organizing agent flow, per specific LOB for team leads and managers using Workday application.
- Worked with multiple LOBs simultaneously to design an efficient experience map for customers from North Asia(primary) to ANZ(secondary).
- Effectively used tools like Opera, IWB (investigations work bench) and Oracle to create processes for addressing fraud related queries.
- Inducted, trained and mentored new hires to ensure understanding of company philosophies, internal adherence policies.
- Designed and created hourly efficiency report for new hires, to monitor daily production.
- Created a knowledge base and conducted quality audits for ANZ agents.
- Was responsible for on-boarding and documentation approval of Driver Partners across North America, North Asia and ANZ.
- Was awarded with the title of best performer for 3 quarters in a row, and inducted into a certified quality auditor.

2015-05 -
2016-09

Senior Customer Service Associate

Amazon , Hyderabad, Telengana



Contact

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Telengana, 500015

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Skills

Adaptable

Flexible

Quality auditor

Strong written and verbal communication

Team Management

Project management

Time Management

Problem Solving

- Hired as Customer Service Representative, was promoted to SME(subject matter expert) in the following 3 months.
- Trained and mentored a team 20 agents the North American process.
- Cross trained the team on the Indian process, to improve efficiency in peak quarters.
- Promoted as a Senior customer rep where we handled complex customer related queries like Gift card issues, account related issues and Amazon Vine accounts.

2014-12 -
2015-01

Intern

Catholic Health Association of India, Secunderabad, Andhra Pradesh

- Worked with CHAI as a part of my thesis.
- Conducted field visits for the provision of aid, auditing and data collection.
- Participated in fundraising and 'in-kind' partnership meetings.



Education

2012-05 -
2015-01

BBA: Commerce

Loyola Academy - Secunderabad

2010-05 -
2012-05

High School Diploma: Civics, Economics and Commerce

Bhavans Aurobindo Junior College - Secunderabad

2009-05 -
2010-05

High School Diploma

Pallavi Model School - Secunderabad



Hobbies

Swimming
Travel
Movies

Reading

Biking