

Sk Samaneen Salma
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Career Objective:-

With 2+Years in workforce management, I have progressed from a phone agent to roles in Real-Time Analysis (RTA), Scheduling, and Forecasting. I bring strong analytical rigor and strategic planning skills, having closely collaborated with operational teams and I am committed to driving program success, enhancing customer experience, and supporting my team in achieving their goals, Team player with experience working across multiple lines of business to achieve project success. Excels in gathering data and analyzing information to identify trends.

Educational Qualifications:

- Master in Business Administration Human Resources from Osmania University 2023
- B.Com (Computers) from Pragnya Women's Degree College, 2021

Personal Attributes/Skills:

- Excellent communication, presentation, time management and leadership skills as well as all-time presentable appearance.
- Ability to multitask and work with determination of achieving the desired results.
- Capability of managing a change, building a competitive advantage and achieve superlative performance.
- Proficient working knowledge of Internet and Microsoft Office based products.
- Strong problem solving, numerical and analytical skills as a clear thinker who can work under pressure with little or no supervision and possesses team spirit.

Work Experience:

First Source, Hyderabad India,
WFM Analyst

Feb2023 to Present

Roles and responsibilities:

- Monitored real-time performance and intraday adherence to ensure service level targets were met.
- Managed exceptions and coordinated timely updates to relevant stakeholders.
- Created and published real-time, hourly, daily, and weekly performance reports and dashboards.
- Designed, developed, and maintained standardized reports and dashboards for business stakeholders.
- Built and updated data warehouses to streamline data storage and access.
- Ensured data accuracy and completeness across Business Intelligence (BI), Management Information Systems (MIS), and Geographic Information Systems (GIS).
- Acted as a liaison for resolving MIS-related issues on behalf of Business Analytics and BI Managers.
- Delivered accurate and standardized Management Information (MI) to support business decision-making.
- Analyzed performance trends, highlighted issue areas, and identified key success drivers.
- Oversaw real-time adherence monitoring, incident tracking, logging, and escalation handling.
- Managed floor and seat allocation through real-time reporting tools.
- Developed and enhanced business processes and procedures to improve operational efficiency.
- Ensured strict adherence to all process and procedural guidelines.

IDBI Bank Intech (Pvt Ltd), Hyderabad India

Nov 2021 to Jan 2023

Title: Phone Banking

Role: Customer support Associate – (Inbound)

Responsibilities:

- Handling complaints and queries from customers via mail, calls
- Research customer questions regarding electronic funds transfers over the phone
- Verify information on ATM/debit card applications to the information in customer database. Send exceptions to personal banking counsellors for corrections.

- Investigating unresolved customer's complaint as required and referring to the necessary unit as to resolve and give feedback to the customer
- Conciliating disputes between the bank and customer to help find resolution
- Helping to build good relationships between the bank and the customer

Personal Profile:

Full Name	:	SK Samaneen Salma
Father's Name	:	Shaik Md Abdul Majeed
Date of Birth	:	21-10-2000
Gender	:	Female
Religion	:	Muslim
Marital Status	:	Un-married
Nationality	:	Indian
Hobbies	:	Drawing & Paintings and Playing Badminton
Languages Known	:	English, Hindi & Telugu
Address	:	H.no:- 21-7, Bombay Colony, Ramachandrapuram Sangareddy- 502032

Declaration:-

I consider myself familiar with the aspects mentioned above and I hereby declare that the details provided by me are true to the best of my knowledge

Thank You

SAMANEEN SALMA