

# SHAHBAZ HYDER



## PROFILE

As an operation domain expert with technically sound and rich experience, I strive for flawless work execution and believe in delivering superior output for my company and its customers.

**Languages**: English, Russian, Hindi and Urdu.

## CONTACT

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## EXPERIENCE

**CARS 24 | Jun 2021-Present**

Senior Manager- Customer Experience

**IndiGo | Feb 2018 - Jun 2021**

Senior Executive - GSE Planning

**Reliance industries | Nov 2016 - Sep 2017**

RO Manager (UP West)- Petrochemicals

+2 More

## EDUCATION

**MBA | Jamia Hamdard | 2013- 2015**

Marketing and international Business

**B.Tech | Lingayas university | 2009-2013**

Mechanical Engineer (Spl in Automobile)

**Senior School | HPS | CBSE | 2009**

PCMB

**Secondary School | HPS | CBSE | 2007**



## INTERNSHIPS & PROJECTS

MBA

Dissertation: Integration of green marketing in Automotive industry

B.Tech

Cumulative time analysis of assembly line | JCB

INTERNSHIP: B.Tech|JCB India | Duration: 6 months

## ACHEIVMENTS

- Achieved 12% cataloging growth MoM.
- Launched 5 new studios within duration of 7 months.
- Successfully reduced OPEX by 30% through optimum manpower utilization & cost saving initiatives.
- Awarded best performer of the quarter award (FY 21)



## EXPERIENCE

### **Senior Manager (PAN India Ops)- Customer Experience | Cars 24**

**Timeline: May 2022 - Present**

- Responsible for managing, executing and improving Customer Experience process.
- Responsible for leading a team accountable for SLA management, process mitigation & service satisfaction.
- Responsible for auditing the voice calls made by CCR through Knowlarity.
- Implement, run and manage successful pilots by working with the sales team to analyze pilot results and provide input to the business cases.
- Responsible for working closely with Product teams and Sales/Ops teams to obtain insight into analysis of data retrieved from NPS and CSAT.
- Managing social media, sales, Legal/NCH and management escalations and ensuring all the right stakeholders are involved at the right time.

### **Territory Manager-GS | Cars 24**

**Timeline: Jun 2021 - May 2022**

- Achieving monthly cataloging targets for various cities such as Mohali (Punjab), Bhopal (MP), Lucknow (UP), Kochi (Kerala), Bangalore (Karnataka), Patna (Bihar) and Kolkata (West Bengal) based on the C2B procured units.
- Responsible for allocating the OPEX and CAPEX quarterly targets.
- Improve the overall customer experience by appropriate RI and IMP markings.
- Conduct regular audits and spot checks.
- Impart technical and operational training to skill the workforce in performing and carrying out the cataloging operations in a better and more refined manner.

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### **Senior Executive - GSE Planning | IndiGo**

**Timeline: Feb 2018 to Jun 2021**

- Capacity & Budget planning of IndiGo's GSE resources for existing and upcoming new stations.
- Liaison with multiple stakeholders like Airport managers, cargo, engineering depts. to analyze the prevailing GSE related requirements and its feasibility from planning point of view.
- Successfully launched and established GEMS process implementation of fuel module in 60+ stations by providing the required relevant training to SPOCs, PAI configs and routine EOD trigger monitoring.
- Responsible for allocation of station wise fuel budgets along with monitoring of VPD consumption by analyzing PAN network purchase trend.
- Conduct spot checks/Audits on fuel processes to verify absolute compliance of defined process.
- Suggested, implemented and managed multiple cost savings initiatives/projects.

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### **RO Manager (UP West) | Reliance industries**

**Timeline: Nov 2016 to Sep 2017**

- Deliver sales and operational targets through supervision and monitoring of RO for entire region of UP West.
  - Perform Audits for retail outlets regularly based on maintenance and compliance to safety, regulatory and company norms.
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