

SYED NAJEEB AHMED

Customer Operations & Business Operations Team Leader

Hyderabad, India | +91 9542111152 | syednjb25@gmail.com | [Portfolio](#)

EXECUTIVE SUMMARY

Senior Operations Associate with progressive experience across technical support, retail sales, customer success, and operational excellence within high-performance global organizations. Proven ability to manage complex customer interactions, resolve technical and service escalations, consistently exceeded sales and performance targets while delivering exceptional customer experiences across omni-channel interactions. Trusted to lead an operations team of up to 25 associates in an interim leadership capacity, driving performance through data-backed coaching, KPI monitoring, and process improvement initiatives. Experienced in leveraging Tableau, Power BI, and AI-assisted workflows to transform operational insights into actionable coaching plans. Recognized for strong analytical thinking, SOP-driven execution, cross-functional collaboration, and the ability to balance customer satisfaction, business outcomes, and operational efficiency.

CORE COMPETENCIES

Retail Sales & Customer Success | Operational Insights | Stakeholder Management | Customer Experience

Escalation Management | Root Cause Analysis | Continuous Improvement | KPI Monitoring

Power BI | Tableau | Microsoft Excel & SharePoint | CRM Migration & Adoption | Workforce Planning

AI-Enabled Productivity | Prompt Engineering | Business Reporting | Performance Management | Customer Retention

PROFESSIONAL EXPERIENCE

Best Buy (via 24/7.Ai)

May 2025 – June 2026

Customer Sales & Solutions Specialist

- Converted product availability inquiries into consultative sales opportunities across the broad range offered by Best Buy.
- Recommended tailored product solutions by pairing deep product knowledge with a consultative, needs-based selling approach.
- Balanced sales objectives against customer satisfaction, sustaining strong performance across both metric sets.
- Delivered consistently empathetic, high-trust customer experiences that supported retention and repeat business.
- Consistently met multiple metrics like, Units Per Transactions, Revenue per contact, Membership and Credit card efficiently.

Progressive career growth across four roles of increasing scope, from frontline technical support to interim team leadership.

Launchpad Team Manager (Interim)

2023 – 2024 · Team Size: 15–25 Associates

- Led daily operations for a customer support team of up to 25 associates, directing huddles, coaching sessions, and performance discussions.
- Reviewed operational metrics in Tableau and built Power BI dashboards to translate raw data into business insight for stakeholders.
- Presented daily, weekly, and monthly operational reviews, segmenting associates by performance tier to target coaching investment.
- Drove adoption of a new enterprise CRM platform, coaching associates through the transition while sustaining engagement and CSAT.

Subject Matter Expert (SME)

2022 · Approximately 6 Months

- Coached newly hired associates through onboarding and live customer interactions, accelerating time-to-proficiency.
- Served as the operational bridge between frontline associates and Team Managers, clarifying process updates in real time.
- Developed educational posters covering floor, leave, and overtime policies to train new hires, successfully boosting productivity and performance.

Advanced Technician (L3)

Late 2020 – 2022

- Acted as an escalation point for complex customer cases and managerial escalation calls, applying advanced conflict resolution.
- Guided associates on their Live contacts for various topics.
- Handled difficult troubleshooting scenarios for devices such as Astro, Thermostats, and other premium smart-home devices.

Technical Support Associate (L2)

September 2019 – Late 2020

- Delivered multichannel technical support (phone, chat, Email) for Alexa, Fire TV, Fire Tablet, Kindle, and Echo devices.
- Diagnosed software, hardware, connectivity, and account issues while sustaining high customer satisfaction against quality metrics.

Golden Gate Engineering Consultants (UAE)

2016 – 2018

Assistant Architect

- Executed engineering drawings within established SOPs and quality standards, building a foundation in structured, disciplined delivery.
- Coordinated with multicultural project teams and clients, developing cross-cultural stakeholder communication skills.
- Applied professional documentation practices that carried forward into later operational reporting work.

KEY BUSINESS IMPACT

- Customer Experience Recovery Pilot — improved customer ratings by approximately 35–40% by root-causing and resolving negative device experiences.
- Repeat Contact Reduction — cut the Hyderabad site's repeat contact rate by approximately 15% through trend analysis and targeted coaching.
- Average Handle Time Improvement — reduced AHT by 2–3 minutes per coached associate while maintaining service quality.
- Enterprise CRM Migration — supported adoption, coaching, and optimization of a new CRM platform across the team.
- Site Improvement Initiatives — contributed to process enhancement projects benefiting the Hyderabad site.

TECHNICAL SKILLS

Business Intelligence: Tableau, Power BI, Dashboard Interpretation, Trend Analysis

Operations: KPI Monitoring, Root Cause Analysis, Process Optimization, Workforce Planning

CRM & Systems: Enterprise CRM Systems, CRM Migration, CSC, AC3

Microsoft Tools: Excel, PowerPoint, SharePoint

Analytics: Data Cleaning, Data Interpretation, Operational Reporting, Business Reviews Creative

Tools: Adobe Photoshop, Canva

AI & DIGITAL PRODUCTIVITY

Applies AI responsibly to strengthen non-sensitive operational workflows — prompt engineering, workflow automation, knowledge management, documentation automation, meeting summaries, and training content creation — while keeping confidential customer data out of public AI systems.

EDUCATION

Diploma in Civil Engineering — Karnataka Board of Technical Education, 2013

Secondary School — Royal Oxford School, Chittapur, Karnataka, 2009