**M.FAIZ ALI KHAN**

**Mobile**: +91 **7879688899**| **E-mail**: [**faaizkhaan26@gmail.com**](mailto:faaizkhaan26@gmail.com)

**LinkedIn**: <https://www.linkedin.com/in/capt-retd-faiz-ali-khan-200752197/>

**SUMMARY**

* Challenging and creative operational head and business development Professional with 15+ years of experience in Business Planning, Client Handling, Account Management and commercial flying
* Focused Business Development Manager with exceptional planning and implementation capabilities. Highly trained in computer science with in-depth understanding of users, requirements gathering, and market trends. Adept at cultivating, managing, and leveraging client relationships
* Exclusive 6 yrs of experience into US recruitment process with handling, acquisition and serving US based clients through recruitment and retention of the sources with client serving and follow up
* Developing client proposals and coordinating with the recruitment team for the delivery. Forecast future trends and orient strategies to capture maximum benefits.
* Enhancing revenue by bringing in top MNC companies while ensuring a delightful customer service
* Customer centric individual, skilled at determining customer service requirements by interacting closely with customers, visiting operational environments, conducting surveys, forming focus groups, benchmarking best practices & analyzing information and application
* Self motivator and a great team player.
* Believe in leadership and always take feedbacks from the team and also from the higher ups
* Go getting attitude and a believe in learning at all stages from anyone and everyone.

**PROFESSIONAL EXPERIENCE**

**Sept 2022 – Till date**

**Sr.Business Development Manager - US IT Process**

**Neo Prism solutions. Inc (Hyderabad, India)**

* Manage, Mentor and Drive the Recruitment Team
* Work with the team and increase their performance, by improving their skills and motivation
* Technical screening and submission of candidates
* Handle all paper work MSA, contracts, etc.
* Client and Account management
* Achieve performance and revenue targets
* Meet submission, closure and other operations targets
* Team retention, motivation, and training
* Raising the bar of the recruitment team
* Innovation and continuous improvement in our recruitment process
* Managing Client Stakeholders building sustainable relationships
* Work with Account Director, Senior Business Stakeholders and HR to understand recruitment demand and provide strategic updates on the progress
* Support Client with building relevant recruitment strategies that support the functions overall headcount requirements
* Support Client with providing market intel/insights to drive out to market approaches
* Conduct recruitment related meetings as needed
* Manage Escalations through to resolution
* Monitor all workflow processes and ensure they are enhanced where applicable
* Ensure the compliance and governance of the contract and SLA's are delivered and maintained
* Manage and work towards key stakeholder maps whilst driving continuous improvement of delivery, relationships and innovation where relevant.
* Recruitment Delivery Management and candidate attraction
* Coaching and developing direct reports to implement relevant sourcing strategies
* Document research methods so they may be shared with other recruiting team members
* Manage the team to develop an ongoing and diverse pipeline using research, networking, database mining, etc. for prospective applicants
* Manage a PSL performance and within in financial targets
* Work with Candidate Attraction team to design and implement campaign
* Drive candidate satisfaction and ensure all candidates are screened, tested, and interviewed effectively to maintain SLA's
* Drive SLA's and team knowledge of end-to-end recruitment process
* Ensure the candidate tracking system is utilized to produce positive audit results
* Utilize reporting from candidate tracking system to support recruitment activities

**Dec 2021 – Sept 2022**

**AVP – Business Development - US IT Process**

**Ixoop Infotech Inc. (Hyderabad, India)**

* Client relationship, delivery, account management, new business development, and end-to-end recruitment operations.
* Involve directly in hiring of new recruiters for team development, mentoring and growth of the overall US IT business that includes new client on boarding and expanding existing client relationship.
* Heading teams of recruiters and be responsible for their output delivery and act as one point contact for the client.
* Mentoring the team by providing guidance & assistance in profile sourcing & screening and other call activities.
* Allocating resource/Shuffling recruiters to balance bandwidth challenge in case flow of requirement is high
* Motivating the team to achieve the desired goals, improve morale and productivity of the team.
* Counselling, handling grievances, ensuring discipline, helping, and enabling the team with their challenges
* Diligently checking the requirement Dashboard and ensuring 100 % coverage with quality submittals on all requirement flow
* Wide knowledge on different sourcing channels, ability to guide the teams on sourcing strategies for Niche & Complex Skills
* understanding of the nuances of US IT Staffing business, good grip on various Visa related knowledge, do’s & don’ts
* Having a good understanding of tax terms Corp-to-Corp/ W2/ 1099 & Visa Categories and US Geographies
* Strategizing for US IT operations including revenue generation, onboarding targets of the US IT team.
* Predominantly having a commendable knowledge on CEIPAL application and usage.

**Dec 2020 – Nov 2021**

**Head of operations – Business Development and Recruitment - US IT Process**

**American Nexus Trading Inc. (Hyderabad, India)**

* Identified “bottlenecks” and implemented new and improved processes and policies.
* In line with company’s policies and made agreements with the implementation partners and direct clients and handled the operational functions like payments, timesheets and escalations.
* Handled 2 BDM’s & account managers, who were in turn handling a team size 0f 8-10 recruiters
* Documented process flows and developed requirements for functional improvements and enhancements to maximize candidate identification.
* Prepared bids costing and pricing for proposals with new clients.
* Generated new client leads and prospected them for the company’s business enhancement.
* Motivate team members and junior staff to exceptional performance.
* Having one to one connection with the client manager’s and decision makers for more closures
* Daily calls with all the recruiting manager to understand the requirements and assigning the same to account managers.
* Have a complete hold on the recruitment process cycle. Beginning with prospecting of clients, making them agree on MSA, bringing in requirements, categorizing to the account manager, checking of the submission quality, interview schedules, closure and candidate timesheets uploading
* Excellent in rate negotiating both with the client end and vendor end.

**Sept 2018 – Nov 2020**

**Business Development Manager – US IT process**

**STAFFWORK INC.(Hyderabad, India)**

* Handling a team of account managers and guiding them to the process of submissions to the client managers.
* Check for the implementation partners and direct client base through LinkedIn, personal references.
* Post bringing the accounts, assigning them to specific account manager and tracking the inflow of requirements on daily basis.
* Conducting daily calls with the managers of clients and tracking the pipeline for closures.
* Maintaining daily submission reports, weekly and monthly reports.
* Sending weekly and monthly reports to clients on requirements vs submission performance.
* Understanding my company’s vision and setting the targets to account managers and evaluating the performance on fortnight basis.
* Achieved 90% of my targets every month.
* Prepared performance matrix for each client and account.
* Negotiating rates with vendors and consultants and explain about other terms and conditions of the employment.

**Aug 2016 – Sept 2018**

**Account Manager – US IT process**

**WORKPATH INC.(Hyderabad, India)**

* Understanding the client’s requirements, coordinating for short listing and screening including preliminary interview of the candidates.
* Trained the recruiters to source candidates through the use of the Portals, Internet sites, resume database, Vendors and referrals.
* Responsible to understand and analyze the requirements in different domain categories and assigning the same to the team.
* Involved in complete life cycle of recruitments.
* Training the recruiters on entire recruitment process from Resourcing, searching, screening, negotiating and Recruiting candidates on international platforms for direct client
* Showing the recruiters on sourcing Resumes Using different strategies like mass mailing the requirement to vendors and posting it in different job portal Career Builder, Tech-fetch, Monster.
* Proficiency in resourcing US candidates for information technology from junior to senior position through search engines (Techfetch, Monster, CareerBuilder and Dice etc.,) networking and database.
* Possess knowledge of recruiting processes including sourcing, interviewing, reference checking, tracking, salary negotiations, and closing.
* Reviewing the Resumes as per the Client requirements identifying the right candidates, by searching jobs portals, internal database and referrals and Hotlists.
* Extensively guiding and teaching on sourcing candidates using Boolean search, databases, search engines and other techniques.
* Working experience in Tax terms like W2, C2C, 1099
* Dealing with consultants on, H1B, GC-EAD, Green Card Holder, US Citizens on C2C and W2, etc.
* Negotiating the rates on Contract, Contract to hire basis, Full time
* Coordinating, Scheduling & Conducting Interviews.
* Keeping Track of Responses & Short-listing Profiles.
* Follow up the progress of submission and update it to the vendors and consultants.
* Database Maintenance: Maintaining database of all the resumes i.e., platform wise, experience wise etc.
* Maintained and updated potential candidate/client database for current and future job opportunities.
* **IT careers recruited for**: Web Developers, Software Developers/Analysts, Database Developers/Administrators/Analysts/Architects, Network Administrators/Engineers, Technical Writers, QA Testers, and Program/Project Managers.

**May 2011 – July 2016**

**Assistant Marketing Manager**

**A.R. CONSTRUCTIONS(Bhopal, India)**

* Support the company in the implementation of marketing campaigns.
* Producing & analyzing sales figures, therby reporting them to marketing managers.
* Writing marketing emails & then sending them to customers & sales prospects.
* Assisting the marketing team with day-to-day administration duties.
* Responsible for maintaining & updating the company’s website & social media.
* Coordinating telemarketing activity.
* Managing & maintaining product & data information within company systems.
* Assisting in organizing promotional events.
* Liaising on a daily basis with clients and customers.
* Attending networking events & promoting the company.
* Booking advertisement space with local newspapers.
* Involved in organizing planning and controlling exhibitions.
* Working with the sales team to maintain and update pricing / listing details.
* Involved in producing and publishing online marketing material.

**Aug 2008 – Jan 2010**

**First Officer pilot,**

**Inter Island Air Services, (Manila, Philippines)**

* Handling flight operations.

**Mar 2006 – May 2008**

**Assistant Flight Instructor,**

**Yash Air Ltd(Ujjain, India)**

* Conducting ground instructions for subjects Air regulation, Aviation meteorology, briefing
* students about flight procedures, preflight checks and conduct flight training.

**SKILL SET**

|  |  |  |
| --- | --- | --- |
| * Client-Relationship Management * Operations Management * Performance Management * Report Management * Team Management * Cross Selling | * Training& Development * Process Improvement * Revenue Generation * Customer Service * Delivery Management | * Windows 2000, XP * C, C++ * Database Management System * Web Technology * Microsoft Office |