

Saif Baig

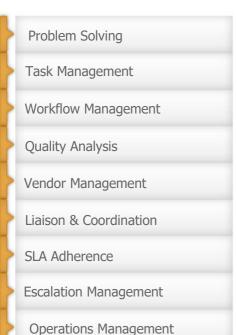
Vision to scale new heights of success with hard work & dedication and leaving a mark of excellence on every step; targeting assignments in Content Development/Enhancement, Operations Management and Quality Assurance.

+91-959-972-2986

saifbaig3192@gmail.com



Key Skills



Profile Summary

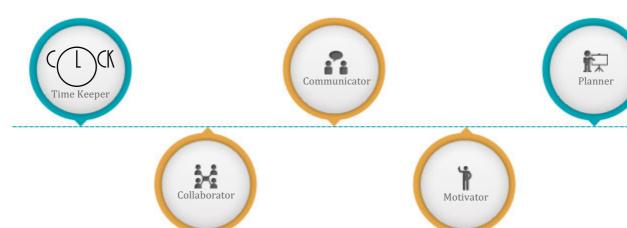
- Expertise in delivering to the organization's requirement and analyzing the areas of improvement to achieve an enhanced level of operational excellence.
- Conducting audits on actions taken by the Real Estate Agents and providing them with feedback.
- Attained various appreciations and performance-based bonuses in Better.com
- A strong inclination towards Operations entails competencies such as Data processing, Decision-making and Research.
- Skills in analyzing & enhancing the overall content with a focus towards achieving nil errors and assured quality.



- MBA/PGDM, Marketing and Operations Jamia Milia Islamia (JMI), 2021
- B.Tech/B.E., Mechanical Sharda Group of educational institutions, 2015



Soft Skills





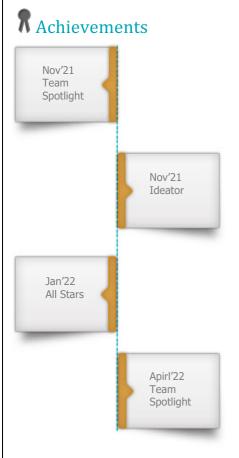
Work Experience

July'21 till date

BMTG. Advisors India Pvt Ltd, Gurugoan as Operation Analyst

Setup 2 new markets with Market managers and Regional managers and design workflows, also provide feedback and support for updating existing workflows.

- Managing clients' end-to-end real estate transaction through CRM platforms with average ticket size of \$300k-\$600k
- Warehouse and Analyze data weekly to draw conclusions about revenue of as high as \$7M and summarized into presentations.
- Designed plans to improve operations, suggested changes to systems which enhance efficiency by 30%.
- Collaborated with Product team, Sales team and Client success teams in ensuring both Product and Market success.
- Experience with software like JIRA, Twilio, Dotloop and CRM tools like FUB and Monday.com.



Significant Accomplishments:

- Received employee of the month award "ALL-STARS"
- Received Shout outs for removing bottlenecks
- Re-engineered tasks to consolidate end-to-end service process; restructured communication flow between Cash Offer Team and Agents and cut down time by 45 Minutes.
- Collaborated with a team of 5 in the development of Process for Cash Offer in Texas Tennessee Alabama.
- Documented and resolved Refund workflow which led to removal of redundant tasks.