



## 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.

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## Key Skills

Problem Solving
Task Management
Workflow Management
Quality Analysis
Vendor Management
Liaison & Coordination
SLA Adherence
Escalation Management
Operations Management

## 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.

## Education

- 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, Gurugoa 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.

## Achievements



### 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.