**Gulfjobseeker.com CV No:** **9378**

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OBJECTIVE

"I can work independently using my own initiative or as part of a team."

Achievement

* Have awarded Out standing performer for the month 7 time.
* Served as associate team leader for a period of 1 year and 4 months.
* Promoted as team leader effective 1st Nov 2012 and serving till current date handling a team of 15-20.
* Certified by 247 internal programs for leadership and analytics called First Level training for leadership program [FTLP].
* Attended leadership camps and acquired skills.
* In a span of 21 months service awarded as best team leader for 7 times.
* Holding a record of delivering highest sale conversation Field marketing and application closures.

WORK EXPERIENCE

[**24]7-Inc Bangalore (BPO) Aug 2006 — Present**

Team Leader Operations

 Outbound sales & Inbound Customer Service Process

* Team & Process Management: Responsible for leading a team of 15-20 team members & driving service level deliverables
* Liaise with other team managers of other departments to ensure SLAs are met.
* Ability to take decisions based on the criticality of the situations and specific requirements of client
* Conducting training and developing new hires to meet operational requirements based on product and sales skills.
* Monitor, control, evaluate and drive performance
* Coaching & development: Identifying development areas & skill sets of individuals and mentoring anchors accordingly to deliver business objectives and nurturing individual aspirations
* Team building: Creates and maintains a spirited work environment that promotes positive communications and rapport building through transparent business practices

**V-net July 2004 — June 2006**

**(DSA for HSBC bank and Tata Indicom)**

Team Leader

* Handling Credit, Personal Loan and Tele phone connection department for sale and service.
* Handling and scheduling field executives
* Generating leads and supporting application closer.
* Encouraging sale executives to achieve daily sales target.
* Providing customer service pre and post sales.

***SKILLS AND QUALIFICATIONS***

1. Demonstrated ability to interact with customers, employees and clients.

2. Problem solving, reasoning, motivating, organizational and training abilities.

 **Key External Relationships**: Interacts with team members individuals outside the office including getting a good bonding among the team members.

* Can take initiative and can work independently or as a part of team.
* Good human relationship as well as good managing skills.
* Well organized and easily meets objectives.
* Ability to learn quickly.

EDUCATION

**SSLC**

Ambition college (Raichur) **2002**

**PUC**

Ambition college (Raichur) **2004**

COMPUTER SKILLS

* Microsoft Word, Excel, Access, PowerPoint, Outlook Express, Microsoft Windows XP and Microsoft Office XP Professional

Personal Information

**Date of Birth :** 27th Oct 1984

**Marital Status :** Married

**Nationality :** Indian

**Languages Known :** English, Hindi & Kannada

DECLARATION:

I hereby declare that the above information provided is true to the best of my knowledge and belief