**Gulfjobseeker.com CV No:** **737604**

**Mobile** +971505905010cvdatabase[@]gulfjobseeker.com

To contact this candidate use this link

<http://www.gulfjobseeker.com/feedback/contactjs.php>

**Date of Birth: December 30, 1982**

**Status: Single**

**Nationality: Indian**

I have 6 years’ experience in Service Industry (Aviation& Infocom & Metro), As an Asst. Manager i used to give trainings for customer care, collection & retention ,Coordinate with the outsource agencies to get collection & retention, conducting Interviews & Appraisals.I graduated with a degree in Arts. My objective is to pursue a challenging career in a professional environment where I will have the opportunity to put into action my experience, interpersonal and academic skills*.* I am motivated, dedicated, dynamic & hard worker. I keep on setting up targets to achieve so I can be motivated and active all the time. During my work I have proven the ability to manage multiple tasks concurrently and work in a team environment.

Presently working with Serco Dubai Metro since April 2009 as a Customer Service Representative.

**EDUCATION**

**2001/2003 :** Bachelor of Arts, Delhi University (Delhi), India

**2009/2011 :** Pursuing MBA (Operations, Human resources), Pune, India

**ACHIEVEMENTS**

Facilitating trainings and appraisals, interviews.

Always capture the rank above top3 for retention.

Conduct time to time trainings for any new procedure

Prepares various reports and reviews, prepare data for around 35000 customers every month.

Awarded with Service Excellence Award from Jet Airways in 2006.

**EXPERIENCE**

**FOCUS MEDIA LTD ,DELHI,INDIA**

**August 08/March 2009**

**Asst. Manager Customer Care & Operations**

Reporting Operational Head of Dept.

 Handling the Team of facilitator for corporate customer care.

 Recruitment &Selection for field Sales/ Collection BDE.

 Train them as per the requirement according to the new procedures.

 Guiding new procedures changes as per customer's Voice captured.

 Ensuring Customer Satisfaction by timely standard check by courtesy calls.

 Meeting Clients if required for feedbacks & forwarding VOC'c to the top management.

 Planning for new upcoming projects and implementing the same with team & management.

 Arranging health checkup calls for all the projects.

 Conduct and participate in staff appraisals.

**RELIANCE COMUNICATIONS,DELHI, INDIA**

**June2007/August 2008**

**Supervisor (Customer Care & Retention)**

Recruitment & Selection for retention/collection executives(voluntary & involuntary) Involuntary retentions bucket (51-90) through field activities by visiting and meeting customers.

 Handling HNI retention agency for the bucket (30-60),retention target for the bucket is 90%

 Sending analysis to marketing for retention tools and competitive bill plans.

 Sending retention letters for win back activity.

 Co-ordinate with all the zones for all requests with different sources.

 Handling Involuntary retention/ collection buckets in by telecalling and field

 retention/ collection activities.

 Maintaining relationships and trainings for all FSD's and FOS's in voluntary & involuntary `

 retention for showroom experience

 Mock visits to be done at the ASC's for auditing ASC's for Customer service check.

Providing support during service camp for retention activity in the respective CIOU.

Meeting corporate customer in case of bulk churn

Responsible for permanent disconnections and refund processing.

Process audits and agency audits to find out deviations

Daily & weekly dashboard analysis for the agency.

Co-ordinate with sales for all wrong commitment cases.

Handling 21 franchises and 2 Web worlds for retention activities.

**October 2005&2007: JET AIRWAYS INDIA LTD, DELHI, INDIA**

**Customer Service , PRO**

 Provide solution for any query or complaints.

Check-in procedures.

Service Control

Special handlings Like disable, accompanied minor.

**Promoted as a PRO (Public relation officer)**

VIP, Famous personalities & other special cases at Arrival / Departure.

Expert in making all situational announcements

 In advance check for the confirmation of VIP Passengers

**July2003/Sep2005: RELIANCE COMMUNICATION LTD,DELHI,INDIA**

**Operation executive**

 Interactions with reliance mobile customers

 Technical trouble shooting related to reliance handsets

 Responsible for 1st level retention for front desk cases complaint handling of irate customers

 Logging various requests / complaints (written /verbal) received from customer.

 Daily follow ups for cases (all categories)

 Interaction MIS of all walk in customers

 Preparing web world express sales & collection MIS report on daily basis.

 Handling targets for collection and sales by managing two different team sales and collection

 (15 telesales, 15 collection executives).

**TRAININGS**

**Trainings organized by Serco Dubai Metro , UAE**

Training Skills for O&M Instructor

Communication for Customer Service

Managing Customer Service

Diversity, Equality and Cross Cultural Awareness

Induction Training for O&M

Fire and safety

Station Operations (PNI) Theory & Practical

Afc Training Theory & Practical

**Trainings organized by Jet Airways, India**

Sabre Qik , International Software

Airport Handling (PNI)

# LANGUAGES

Hindi : Fluent

English: Fluent

Punjabi: Fluent

**HOBBIES**

Reading

Dancing

Music

Acting