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| **Gulfjobseeker.com CV No:** **1145010**  **Mobile** +971505905010cvdatabase[@]gulfjobseeker.com  To contact this candidate use this link  <http://www.gulfjobseeker.com/feedback/contactjs.php> Professional Profile  * Excellent communication and feedback delivering skills. * Demonstrate exceptional problem solving and team handling skills. * Possess ability to build productive relationship, resolve complex issues and win customer and client loyalty. * Demonstrate sense of urgency in busy BPO environment. * Working knowledge of MS – Office. |
| Professional Experience |
| Accenture (Mumbai)  Nov’10 – Current  Quality Analyst.  Project: Asset Acceptance.  **Achievements:**   * Awarded with **Numero Uno** award for consistent performance. * Awarded with **Master Blaster** award for providing a high standard of service to the Organization. * Appreciation from operations team.   **Responsibilities:**   * Evaluating calls to gauge advisor’s behavioral and product skills. * Providing coaching and feedback towards improvement. * Working with team leaders in order to improve team’s performance. * Preparing reports and presentations. * Work on process improvement projects. * Conduct regular floor briefings to cover new updates and share common opportunities. * Conducting client calibration calls. * Conduct quality sessions for the transition batch * Driving quality performance for a team of advisors working on accounts handled by attorney. * Rolled out a new quality form exclusively for the DSN (Debt settlement) team to monitor implementation. |
| Accenture (Mumbai)  Aug’07 – Apr’10  Sr. CRA  Project: American Express.  **Achievements:**   * Awarded with **Quality Monarch** award for delivering Quality work.   **Responsibilities:**   * Managing daily stats. * Helping customers in resolving their queries and helping them in taking care of their credit card debts. * Working with team members to meet daily and monthly goals. * Helping new team members in grooming their skills. * Led by example to coach underachieving team members to meet their goals. * Handling the team in absence of the team manager. * Helping team manager in maintaining team records and mapping out work plans. * Handled team of5 CSA’s for 6 month as a Team coach. |
| MetLife India insurance (Thane)  Aug’05 – Oct’06  CSR  **Achievements:**   * Regularly appreciated by customers for appropriate product sales. * Awarded with **Bronze Guild** Award for outstanding sales performance.   **Responsibilities:**   * Was responsible for sales of insurance plans. * Find appropriate plan as per customer need and guide them towards purchase of same. * Prepare and present presentation of different plan for customer’s reference. * Preparing and maintaining daily reports for team. * Coordinate with the delivery boys to ensure proper delivery of documents. |
| Education |
| * B.Com from University of Mumbai.   Additional Qualification   * **Certified Six Sigma green belt from Benchmark in 2011.** * **Sales professional course Law Kim Limited (Godrej).**   **Personal Details**  Date of birth : 20th September 1983  Marital Status : Married  Nationality : Indian |