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| **Gulfjobseeker.com CV No:** **1145010****Mobile** +971505905010cvdatabase[@]gulfjobseeker.comTo 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.
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| Professional Experience |
| Accenture (Mumbai)Nov’10 – CurrentQuality 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.
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|  Accenture (Mumbai)Aug’07 – Apr’10Sr. CRAProject: 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.
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| MetLife India insurance (Thane)Aug’05 – Oct’06CSR**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.
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| 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 1983Marital Status : MarriedNationality : Indian |