
 <b>Gulfjobseeker.com</b> <i>Helping you to search best jobs &amp; talent since 2002!</i> <b>APPLICATION FORM - NEW REGISTRATION</b>  <b>NOVEMBER-2014</b>		Profile Score 	
Recent Photograph		Date <u>10/11/2014</u>	CV No <u>1273638</u>		
Profession / Specialty		<u>CUSTOMER SERVICE</u>			
Industry / Projects		<u>BPO / CUSTOMER CARE</u>			
Nationality		<u>INDIAN</u>	Place of Birth / City of Origin		<u>MUMBAI - INDIA</u>
Gender		<input checked="" type="checkbox"/> Male <input type="checkbox"/> Female	Marital Status		<input type="checkbox"/> Single <input type="checkbox"/> Married <input checked="" type="checkbox"/> Separated
Religion		<u>CATHOLIC</u>	Birth date ( DD-MON-YEAR)		<u>03-07-1978</u>
Languages		Mother Tongue <u>ENGLISH</u>	Other Languages <u>HINDI</u>		
Qualification		<u>GRADUATE</u>			
Gulf Experience		<u>0</u> Years <u>3</u> Months	Total Experience		<u>12</u> Years <u>6</u> Months
Gulf Driving License		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Do you have own car?		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Visa Validity Date		<u>D 05 M FEB Y 2015</u>	Visa Status <input checked="" type="checkbox"/> Visit <input type="checkbox"/> Employment <input type="checkbox"/> Student <input type="checkbox"/> Dependent		
Employment Status		<input type="checkbox"/> Employed back in Home Country <input type="checkbox"/> Employed in Gulf <input type="checkbox"/> Job Less-Unemployed			
Last Salary Drawn		<u>AED</u>	<u>Val 4800</u>	Last Salary Verified	<input checked="" type="checkbox"/> Offer Letter <input type="checkbox"/> Contract
Expected Salary		<u>AED</u>	<u>Val 6000-8000</u>	<input type="checkbox"/> Salary Increment Letter	<input type="checkbox"/> Pay Slip <input type="checkbox"/> Statement
How much notice period you will need to join new position? <input checked="" type="checkbox"/> Can Join Immediate <input type="checkbox"/> 1 Week <input type="checkbox"/> 1 Month <input type="checkbox"/> _____					
Do you have any kind of health condition which can hamper you to perform your duties? <input checked="" type="checkbox"/> Fit to work <input type="checkbox"/> Yes _____					
Do you have any kind of outstanding loans / finance / credit card facilities to repay? <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes _____					
Do you have any kind of civil or criminal cases pending against you in any courts? <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes _____					
What is the reason for your Job Search?		<u>PERSONAL</u>			
How many jobs you have applied so far?		<u>NONE</u>	How many interview calls you have received so far? <u>NONE</u>		
What is your talent? Describe in detail. <u>Customer Service / People management / goal oriented</u> <u>Customer satisfaction is my main priority which can be achieved by understanding them.</u>					
PCL Certificate		Gulf Experience		High Academic Scores - Mark Sheet	<u>1</u> - them.
Fitness Certificate		Gulf / Intl Driving License		Post Graduate & Above Education	
IT Literacy		Arabic Proficiency		On Job Training Certificates	
				IELTS Proficiency	
Bonus Score		+ Gulf Score		+ Education Score	<u>1</u>
Based on documents verified by our HR Assistants the candidate has achieved total score points of				= Total Score	<u>2</u>



#### Address

#### Personal Details

Age	35	Date of Birth	03 <sup>rd</sup> July 1978
Nationality	Indian	Gender	Male.
Marital Status	Single	Languages Known	English & Hindi.
		Visa Status	Visit

**Objective** A detail-minded individual with approximately 13 years of experience in the industry, combining strong interpersonal communication and facilitation skills committed to continual performance development in the workplace for self and the team that I handle and contribute to the organization.

#### Work Experience

**Industry Experience:** 11years

**Experience in current role:** 9years

#### Employment History

1.

##### Organization

Country Club India Limited

Kuwait

##### Industry

Hotel Industry

##### Specialization

Assistant Manager - Customer Service

**Tenure:** June 2014 – August 2014

**Work Description:**

- **Customer management:** All issues being faced by the customer with regards to their membership
- **Handling Complaints:** Online and walk-ins
- **Refunds/Reimbursements/Cash** backs: Processing of refunds Refunds/Reimbursements/Cash backs when required
- **Documentation:** All customer oriented files to be documented and logged in our system (Soft and Hard copy)
- **Reservations:** Holiday bookings for customers

2.

**Organization**

Tech Mahindra Business Services (Vodafone Australia)

Mind space Mumbai.

**Industry**

Business Process Out-sourcing.

**Specialization**

Team Leader

**Tenure: May 2008 – March 2014**

**Process Description:** Providing customer Service & Technical assistance to VHA customers for Voice & Data services (Vodafone Hutchison Australia is the 3<sup>rd</sup> leading Telecom service providers in Australia)

**Work Description:**

- Customer experience: Enhancing Our Customer experience by continuous improvements in process and behaviors
- Maintaining the FCR and the C-sat targets for the team
- To look overlook the C-sat target of the department
- Meeting Efficiency Targets for the team & Maintaining log-in efficiency
- Service Level Management: Meeting SLA's for the Department
- Attrition Prediction & Management: Talking to possible Attrition cases and setting the correct expectations
- Absenteeism management for team
- Performance Management & Appraisals: Managing team performance, action planning & conducting half yearly /annual appraisals for advisors.
- Coordinating Meetings: Organizing meeting between management and the frontline employees for smooth flow of operations.
- Interviewing New Joiners: Interviewing people that fit the role for specific processes.
- Escalation Management: Handling customer escalations to ensure customer satisfaction & to recover service
- Outage & Crisis management: SPOC for outage management & to follow up on any process difficulties or Outages affecting the department
- Leave shrinkage management: Managing the Leave Planner for a entire department from Level 1
- SPOC to attend Cross-functional meets with Department Owner, HR, Operations planning, MIS & Training team for improved delivery
- Performance reviews: Preparing & Presenting monthly/quarterly performance review of the department & for the team
- Process Improvements: To maintain process knowledge with respect to communication and supervisory capabilities, which forms the core responsibility as a Team Leader. One point of contact for all the process related changes.
- Transport Coordination: Making sure transport is in sync with operations for employee safety.

**Achievements:**

- Nominated for Best Team Leader across the centre for April-June 2012, July-Sep 2012
- In the absence of the TOM have ensured delivery on entire Dept Performance
- I have been preparing & presenting the Department Reviews in the meet
- Won best Team Leader 4 times at Department level
- No attrition for last 8 months
- Quick identification of the issue helped the department in fixing the issue for 50000 customers
- Set up the process for the My VF registration for the customer so that they can see their account online. This has helped in reducing the number of calls for the department
- Co-coordinated with different departments and created the process for Credit Card recharge. This has helped in reducing the errors while doing Credit Card recharge for the customer
- Early Life: Along with existing team I have successfully managed all New Hire batches for my department post training till early life period (6 weeks) to ensure minimal impact of new bees to department performance & to inculcate correct behaviors & expectation setting for smooth functioning in late life
- Managed Appraisal conversations & Increment explanation for entire department for 2013 & followed up with attrition prediction health-checks
- Planning & end to end managing inter-departmental awards functions

### 3.

#### Organization

FIS | Fidelity National Information Services (FIS)

Scan- Shared Check Authorization Network

Mumbai, Malad

#### Industry

Business Process Out-sourcing.

#### Specialization

Team Leader

**Tenure: July 2007 –May 2008**

**Process Description:** Providing customer Service to major US based banks & financial institutions for new account & to consumers of Government services for benefit cards

#### **Work Description:**

- Team of 21 agents and 2 Team Coaches.
- Real time adherence & Maintenance of the service levels.
- Constantly monitoring calls & giving feedback to promote a cohesive team with performance adherences.
- Supervision of the shop floor and handling escalated calls.
- Call calibration sessions with the Center of Excellence team.
- Setting Daily Targets for the Team members and giving feedback for the performance of each individual Team member.
- Responsible for the targeted Attrition percent for the team.
- Monthly Performance Development Meet with each team member and its documentation for future reference, feedback & evaluations.
- Certification / Probation Appraisals for the team members.
- Leave Utilization for the team.

4.

**Organization**

**FIS | Fidelity National Information Services (FIS)**

Mumbai

Malad

**Industry**

Business Process Out-sourcing.

**Specialization**

Team Coach/Sr CSR

**Tenure: Jan 2002 – June 2007**

**Work Description:**

- Served as a Trainer for the Process. Developed all the training material.
- Maintained perfect attendance for three consecutive years
- Was regarded as one of the top 10 customer service representatives in the department.
- Was promoted to Team Coach Operations in June 2003 based on solid work performance.
- Managed & monitored the shift, answering team queries. Taking over escalated calls from team members, handling them patiently and professionally
- Supervised team members on call procedures, to ensure calls were effectively and efficiently handled
- Prepared and audited periodical tests to ensure that the team was well updated with product knowledge, thereby resulting in better handling of calls
- Supported and trained new staff on process & procedures
- Was promoted as line trainer for the department
- Was given the responsibility of setting the back- up for the process in Gurgaon.

**PREVIOUS EXPERIENCE**

- Pizza Boli's (U.S.A). Designation - Asst Manager. Was responsible for store inventories and smooth flow of the entire operation.
- Dunkin Donuts (U.S.A) Customer Service.
- Worked from Nov 1998 to July 1999 as Sales and Telemarketing executive Indian Market Research Bureau.

**Education:**

Graduate - Lucknow University

HSC - St. Andrews College, Bandra (1994 – 1995)

**Hobbies:**