CURRICULUM VITAE

**Gulfjobseeker.com CV No:** **1307076**

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To get contact details of this candidates

Submit request through Feedback Link

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

### PERSONAL DETAILS:

Date of Birth : 22nd March 1986

Sex : Male

Languages known : English, Hindi, and Gujrathi

Marital Status : Single

Nationality : Indian

Hobbies : Reading, Music

Knowledge of English Typing with 25 w.p.m

PROFESSIONAL STRENGTH:

* Comprehensive knowledge of the techniques and processes of providing customer care services
* Possess exceptional analytical, logical and communication skills
* Ability to work effectively and efficiently in a call center team environment
* In-depth knowledge of voice-logging systems and tools
* Excellent team player with good leadership skills
* Ability to set goals and meet the mission statement and objective of the organization
* Possess exceptional management, organizational and administrative skills
* Stress tolerance and has the ability to meet tight deadlines
* Skilled in prioritizing work and completing task with minimum supervision.
* Expert in improving the current outputs being achieved by the individual, team, department and organization resulting in improved customer & staff satisfaction.
* Maintain healthy group dynamics
* Empower people to experience the vision on their own.
* Having a vision of where to go and the ability to articulate it.
* The ability to communicate with people at all levels
* Calls for clear communication about goals, responsibility, performance, expectations and feedback.
* Creates explicit guidelines for accomplishing results and for the career advancement

### ACADEMIC QUALIFICATIONS:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Degree/Certificate** | **Institute/College** | **University / Board** | **Year of Passing** | **Percent** |
| T.Y.B.Com | Jharkhand Shiksha Parishad(Distance Learning) | Delhi Board | 2007 | 65% |
| H.S.C. | Parel Night College | Maharashtra Board | 2004 | 51% |
| S.S.C. | Master Tutorial High School | Maharashtra Board | 2002 | 54% |

**Certification:**

Hewlett-Packard Certified Technical Mentor.

CCNA certified

### WORK EXPERIENCE:

* **Stream Global Services{**India**}**

**Designation: Team Manager**

**Period:** 09 Sep 08 to 23rd July 2014

**Responsibilities undertaken:**

* Managing daily routine by updating Senior Manager on a daily basis.
* Analyzing daily reports and planning the performance plan.
* Monitoring and coaching the call to increase quality standards of Customer Service.
* Conducting regular team briefings
* Handling a Production Team & OJT (On Job Training) batches
* To ensure that the Team meets the Login hr (Revenue) target, C-SAT, FA-SAT, Schedule Adherence, Break Adherence.
* Maintaining attrition on the floor during the OJT & Production phase.
* Helping the agents to come up the learning curve during their OJT phase.
* Planning the motivational activities to drive the performance in the team.
* Carrying out appraisal and regular team briefings.
* Effectively adopt a management style which is appropriate to each individual / situation
* Maintain an overview of progress and how to assist individuals to solve their own problems
* Reinforce positive and productive behavior and develop standards through praise and reprimand
* Modify individual behavior to encourage more productive performance
* Break through personal barriers
* **Future Group** {India}

**Designation: Store Manager (Retail)**

**Period:** 09 Aug 04 to 25 Aug 08

**Responsibilities undertaken:**

* Manage store operations
* Delineate and achieve sales and expenditure budget
* Plan and achieve margins to achieve bottom line.
* Ensure prevalence of high degree of hygiene, staff grooming, customer satisfaction and VM standards in the given stores.
* Develop system to control pilferage / shoplifting and ensure adherence with the same.
* Maintain optimum stock level in all departments.
* Coordinate with category management team to ensure proper running of the schemes and offer.
* Coordinate with marketing departments for implementing marketing strategies.
* Competition mapping activities.
* Train, guide, supervise and develop the sales force to achieve the target.
* Ensure adherence to all SOPs in the stores.
* Facilitate change management.

SIGNIFICANT ACHIEVEMENTS:

* Awarded for **“Best Team Manager”** from **January – March 2014** as Team Manager - Operations **(Stream Global Services Pvt. Ltd.)**
* Awarded for **“Best Team Manager”** from **April – June 2014** as Team Manager - Operations **(Stream Global Services Pvt. Ltd.)**

### INTERESTS & HOBBIES:

* Reading, Listening to music