**Gulfjobseeker.com CV No:** **1333716**

**Mobile +**971505905010 / +971504753686

To get contact details of this candidates

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*Objective:*

Young, energetic and highly talented professional with over 10 years of experience in India with all of the leading company. Excellent communication skills and the ability to interact effectively at all levels with Senior Officials and Industry leaders.

***Executive Competencies***

►Team Management

►Team Building and Leadership

►Cross-Cultural Work Environments Cross

***Professional Experience***

**Tech Mahindra business services Ltd**

12th March 2007 to 30th Dec 2014(7 Years and 9 Months)

Worked as Lead Finance Advisor / Team leader

Collections Operations

* Reporting Assistant manager of the accounts not been paid or due by customers
* Achieving targets in regards to collection of bill payments and setting act on DDI or CC mandates
* Achieving Monthly, Weekly and Daily Targets
* As lead advisor was given an opportunity to assist a team and was given a job of a team leader
* Taking daily briefs and debrief on a daily basis to give information to the players about new process and products introduced
* Taking one to one with players to make them understand about KPI’s
* Listening to calls of Players to understand the what is going well or what isn’t going well for the players and the company
* Providing Feedback to the players and making sure performance of employees are up to the mark and are met as per the company benchmark
* Reporting to Operations Manager every week about the team performance
* Mentoring new batches to make sure new employees fit into company work environment
* Working with training team to give a feedback with the progress about the employees trained

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* As a mentor making a monthly plan for new players which includes new player understanding company’s vision,target,process and future prospects
* Working closely with the HR while in mentoring for providing feedback on new player
* Making a progress report and reporting it to Assistant manager for new player
* Working Closely with the team leader while assigning players to each team as per the scores in On Job Training”

 **IBM Daksh Business Process Services Private Ltd**

 2nd August to 12th November 2006

 Worked as Executive Operations

* Assisting customers with technical problems using BB services
* Making details report on a daily basis about the progress done by operations
* Coordinating with UK about the Technical problem faced by customers
* Providing on site assistance for customer in UK
* Crossing selling other products and services provided

**ICICI One Source (8th largest BPO) Mumbai, India**

 April-2005 to 31st July 2006

Senior Customer Service Executive

Directed, supervised and coordinated the activities of 20 subordinates engaged in ensuring smooth operations of the ***Project Talk Talk and Onetel from Care phone Warehouse (Telecom Process, UK Based)***

* Provided team with guidance, motivation, and discipline to consistently achieve monthly sales targets. Conducted regular meetings with staff to know their feedback.
* Dealing with highly escalated complaints from the customers, industry regulates, solicitors, citizen’s adviser Bureau.
* Planned, coordinated and implemented sales and customer service management strategies aimed at enhancing image of the company and overall financial performance.
* Provided quality customer service to a diverse population in time-sensitive environments.
* Assigned duties and shifts to subordinates and observed performance to ensure adherence to company policies and established operating procedures. Prepared daily work assignments roster and maintained work performance records.
* Monitored works flows and implemented changes to maximize productivity.
* Coached and mentored call center teamBrainstormed and consulted to troubleshoot operations and to improve efficiency

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 ***Academic Achievements***

 Bachelor of Commerce, University of Mumbai, India 2004

 MBA from Welingkar Education (Top B School in Mumbai)

* Advanced Diploma in Business Administration…..1st Class
* Post-Graduation Diploma in Finance……1st Class

 ***Technical Skills***

 Proficient in the use of MS Office (Word/Excel/Power Point)

***Personal******Details***

 **DATE OF BIRTH :** 24/10/1983

 **MARITAL STATUS :**  SingleMale

 **RELIGION**  **:**RomanCatholic

 **NATIONALITY**  **:** Indian

 ***Hobbies and interest***

Reading documentary, Reading about holiday destination and travelling

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