**Gulfjobseeker.com CV No:** **1344894**

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Objective

To consistently and constantly improve my contribution to the overall goal of the organization. A fully committed, capable and confident Knowledge representative and a Team player who possesses the required vision, ability, drive and enthusiasm needed for successful team management.

Personal Statement

Nine years of experience as a senior associate with strong track record at managing the delivery of services and personnel. A creative and motivated person with the will to succeed, well-developed communication and teamwork skills, but also the ability to work efficiently as an individual. Providing high-level business analysis, strategy and planning to build consistently improved business performance for the organization.. My experience highlights my strong interpersonal skills and the ability to build excellent customer relationships, flexibility in taking up new challenges and to succeed within any role.

Job Profiles

* Self-Driven Customer Service Industry professional with 9 years of experience.
* Self-motivated and focused, comfortable working independently with little supervision.
* Skilled in People, Debt, Risk, Quality assurance and Fraud investigation.
* Possess core value of reliability, discreetness and integrity.
* Personal traits: Ability to set priorities and learn expeditiously, proactive hence good in finding out ways of delivering better services and anticipating any problems that might come up.
* Basic knowledge of ms word and excel.

Employment History

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| Current Professional ExperienceTech Mahindra Business Services Ltd. (**Telecommunication/Mobile**) – Mumbai – Feb ’10 onwards. |

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| Current Roles & Responsibilities: |

* Preparing and Circulating Standard Wrap Notes and Templates.
* Conducting refresher training for the team & Handling OJT of the new join ees.
* Handling quality call evaluation & data auditing, providing regular feedback to reduce errors and to improve overall performance and CSAT of the advisors.
* Handling the floor and advisor queries on calls.
* Conducting Process Trainings for OJT team members.
* Data Management & Customer Information Security Management.
* Delinquency management for Mobile bill payment for Australia 30/60/90+days.
* Handling Escalation Calls, Resolving customer disputes and complaints etc.
* Identifying fraud and escalating it to the Fraud Team.
* Ensuring timely completion of financial requirements.
* Ensuring that the weekly and monthly tests are completed ontime by the entire team.
* Updating the team with the latest process changes.
* Initiate team outings.

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| Previous Roles & Responsibilities: |

**TATA CONSULTANCY SERVICES May 2007 to January 2010**

* Assisting customers with their mortgage related queries.
* Multi tasking and handling calls in different queues as per business requirement.
* Handling Escalation calls and resolving customer concern to avoid repeat calls.

Special Assignments:

* Handling team briefings and team meetings.
* Handling team in Team Managers absence.
* Updating the team members on their break schedules on daily basis.
* Preparing presentations on process updates, updating attendance sheet for the team etc.

**IBM DAKSH BUSINESS SERVICES PVT LTD Jan 2006 to April 2007**

* Handling inbound calls for Citibank personal accounts.
* Entering customer requests/queries on-line.
* Liaising with other internal areas to provide answers for customers.
* Analysing the account and offer other products or services.

Educational Qualification

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| Sr. # | Degree | Institution | Year and Board/University |
| 1 | S. S. C | St.Judes High School | 1996 – Maharashtra |
| 2 | H. S. C | Vivek College of Commerce | 1998 – Mumbai |
|  3 | T. Y. B. Com. |  Vivek College of Commerce |  2002 – Mumbai |

Languages Known

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| Sr. # | Language | Speak/Read/Write |
| 1 | Hindi | Speak/Read / Write |
| 2 | Malayalam | Speak/ Read |
| 3 | English | Speak/Read / Write |
| 4 | Marathi | Speak/Read /write |

Personal Details

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| Sr. # | Personal Details |
| 1 | Date of Birth | 15thFebruary 1982 |
| 2 | Marital Status | Divorced |
| 3 | Nationality | Indian |
| 4 | Religion | Hindu |
| 5 | Hobbies | Listening Music,cooking |