**RESUME**

**WILLIAMS**

[**WILLIAMS.232729@2freemail.com**](mailto:WILLIAMS.232729@2freemail.com)

**Educational Background**:

Level: T.Y.B.Com. (**Bachelor of Commerce**)

Field of Study: Business Administration

Major: Business Administration

Institute/ University: Pune University.

Located In: INDIA, Graduation Date: March/April2003 to 2004

**Second Highest Education**:

Level: S.Y.M.Com. (**Master of Commerce**)

Field of Study: Business Administration

Major: Business Administration

Institute/ University: Pune University.

Located In: INDIA, Post-Graduation Date: April/May2011 to 2012.

**Third Highest Education:**

Level: **DIPLOMA** in **Labour Law & Labour Welfare**

Field of Study: Labour Law & Labour Welfare

Major: Labour Law & Labour Welfare

Institute/ University: Pune University.

Located In: INDIA. **DIPLOMA** in Labour Law & Labour Welfare

Date: March/April 2013 to 2014.

**Employment History**

**1.** Company Name**: TecSys Solutions Pvt. Ltd. Nashik (INDIA)**

**(Hostgator.in – INDIAN OPERATIONS)**

1. Position Title**: Business Development Officer**

Position Level**: Free Lance for Hostgator Clients**

Specialization**: Business Development/Free Lance/Retention.**

Industry**: Web-Hosting.**

Date Joined: **September 28th’ 2013, till date...**

**On the Job Accomplishments:**

* Customer Acquisition and Retention, Compiling Client Feedbacks & others.
* People Management, including all HR related issues, as well as staff development.
* Contribute in the Growth of the Company with Business Development.

1. Position Title**: Operation Manager**

Position Level**: Team Leader**

Specialization**: Tech/Semi Technical Support**

Industry**: Web-Hosting.**

Date Joined**: November’ 01st 2011 Date** Left**: March’14th 2013.** Duration**: - 17 Months**.

**On the Job Accomplishments:**

I worked as Team Leader for the process of “INDIAGETONLINE” Power by HOSTGATOR (US. Client) & GOOGLE and Job profile is to:- Handle the Team with escalation issue regarding Domain Registration, WHMCS Access Issue, and Google Application.

* Handling post migration issues as well handle and resolve customer Complaints queries over Phone/On-Line Chat/ Ticket Support, Website Related Issues.
* Core work was to take care of all teams’ targets on Phone/Live-Chat/Mail; to engage with people in a convincing manner.
* Call monitoring, coaching and feedback, responsibility for delivery of the defined Customer Experience in every

Call, Motivation, leadership for a team and developing future Leaders.

* To develop the team to ensure delivery of a consistently superior customer experience by highly knowledgeable and Customer-focused agent.
* Customized control panel, cPanel, WHM & WHMcs etc. as well manage the day–to-day planning.
* Operational Management, Managing the floor, adherence to schedule. Ownership and problem Resolution.
* Operation and problem-solving of a team of agents to meet with the required service level Components, standards.
* Offers solutions and suggestions for process and product improvement to management. Delivery of service level components, quality and productivity targets & indicators.
* Recommendations for product and process development based on customer feedback and Analysis of the same.
* Compiling reports on team’s performance and Clients feedback. Work very closely with team Members to solve

Clients Issues, Also needs to understand agent's problems and weaknesses and address these.

**2.** Company Name: **ICICI Bank Ltd. Pune. (INDIA)**

Position Title**: Sales Officer**

Position Level**: Jr/Sr.Officer (Sales)**

Specialization**: Account Promoting (CASA)/BusinessDevelopment/Marketing**

Industry**: Banking and Finance**

Date Joined**: August 13th 2010, Date** Left**: July 20th 2011.** **Duration**: - 12 Months

**On the Job Accomplishments:**

I worked as a Jr/Sr.Officer (Sales) for Service Branch Banking and my profile was:-

* To Promote the CASA (Current account & Saving account) Service to the costumers and Collect all the document of applicant. Assisting in employee relations as well maintaining client records; D.S.R (Daily Sales Reports Writing with Audit) everyday.
* Accepting all applications from the Bank (Lead) and updating of files, to lead a Team of Sales Representative

(Executives) & Plan their Daily Activity.

* Coordinate with internal teams to accomplish the task assigned; Proactively identify sales prospects and do

Business development activities in the geography assigned.

* Daily generating New Prospects Target Achievement and Company employee communication.
* Checking the E-mails, sorting and sending them to the concerned person or department**.** Market mapping, customer mapping, competitor mapping in the geography assigned.
* Monitor and Achieve Sales target; keeping Client record up-to-date as well Update to the Bank. Proactively resolve customer queries/issues in order to achieve highest customer satisfaction.
* To maintaining Relationship with Existing as well Potential Customers, Carrying out Job Promotional Activities.
* Maintain periodic status reports, including daily activity matrix and calls/follow-ups made; Cross sell new product And service opportunities. Work for satisfying the customer needs by right selling the products and services offered by the Bank; Work Within the compliance boundaries set by the regulatory bodies and the Bank.
* The incumbent would be responsible for achieving the monthly sales targets, assigned to him/her, for various Products and services offered by ICICI Bank.

**3**. Company Name**:-TATA Teleservice (Maharashtra) Ltd.(TTML) Nashik (INDIA)**

**A**) Position Title**: Customer Care Officer**

Position Level**: Customer Care (Prepaid–Coordinator) for Nashik-Cluster**

Specialization**: Customer Service with Customer Interface Group-CIG**

Industry**: Telecom Sector**

Date Joined**: October 22nd 2007,** Date Left**: March 04th 2010.** **Duration**: - 30 Months

**On the Job Accomplishments:**

I was worked as a Customer Care Officer (Front Line & Back-End) and my job profile is to:-

* Handle all prepaid related Quires On-Line& Customer Care related issue for Nashik Cluster consists of

More than 9000 retailers And 74 Distributors including Urban & Rural Sector (CDMA &GSM).

* Handling the whole locations of Nashik District of the state of Maharashtra,INDIA and verifying the

Documents of people who apply for Prepaid & Postpaid Connection.

* Handling Activation in Error with Prepaid CIMO, WALKY, CCBPTB, Data Card, issue Such as ESN/HEX Change, Recharge Related. Wrong Recharge with Plan Reversal, Solving Different issue of EVD Related of Balance transfer Mapping etc.
* Handling Software such as TIPPS, CRM, and POS & CCM,EVD Portal; Handling Postpaid & Prepaid PTB,CCB Complaint, with the help of Raising CCM as and when.
* Handle Plan Migration cases & Postpaid to Prepaid Migrations for Nashik-Cluster, State of Maharashtra,

Ensure customer Retention.

* Handle churn management & Insurance cases; actively take part in all Sales Promotion and Sales Coordination initiatives.
* Verifying and Solve distributor related disputes through Various Systems, Resolving Various Exceptions.
* Generate& Maintain On-Line MIS Report; Responsible for Distributors, Staff training Regarding Company

Policy & Procedures.

* Ensure installation of requisite company proprietary software at distributor end.
* Ensure All Customer Application forms collected at distributor and are brought into process, dully Submitted at company office.
* Visit Distributors all over the cluster with conducting various training sessions. And If found any fraud

Documentation or any fraudulent activity related to New & Old Connection consent to Compliance.

**4**. Company Name: **INDIABULLS Credit Service Ltd. Nashik (INDIA)**

Position Title**: Legal Compliance Officer (LCO- Operation Online/Offline)**

Position Level**: Compliance Officer (On-Line Division)**

Specialization**: Legal-Aid, Administration, Business Development.**

Industry**: Credit Service /Share Market/Securities/Equities**

Date Joined**: June 26th 2006,** Date Left**: May 30th’2007. Duration**: - 12 Months

**On the Job Accomplishments:**

I was worked as a Legal Compliance Officer and my job profile,

* To handle a team of 31 members including BM,BDM,RM & BDE with Back-Office Staff as well Handle

Over-All Administration**.** Maintain the Discipline’s in the Trading Room; Maintain the Behaviors & Punctuality of the Employees.

* Maintain the IN/Outwards-Registers**,** Co-ordinate with BM; inform any irregularities as and when they take place to the Higher-Authorities. To make reports of daily business; maintain the Compliance**;** handle Client Quires & Complaints**,** Note/Identify unauthorized trading taken-place.
* Handle all trade-Place through the recorded-Lines only as well Maintain the Walk-In-Client register on Daily bases**,** with Client Acquisition. Preparing & Sending the Daily Attendance Report**,** Conducted the Morning-Meeting, with BM, BDM, RM And use to achieve the monthly targets.
* Co-Ordinate with Regional Compliance Officer as well Maintain Proper Accounting with Respect to Branch

Expenses; Note the Misuses of Office-Premises and Properties**.**

* Maintain All Compliance and Non-Compliance work. I was handling Locations of Nashik, Sinner, and Igatpuri

And of Nashik District (Maharashtra) INDIA. As well to take care of the Account of this particular business.

: **PROJECTS**:

**Projects: 01: OUTBOUND VOICE Process (INTERNATIONAL)**

**Role**:Project Lead/Project Coordinator. **Project Title**: Educations Service (Lead Generated) US Client. **Client: US** Citizen **Employment Type**:Full-Time. **Duration**:October’2012 to March’2013. **Project Location**:Nashik (Maharashtra) INDIA. **Site**:Onsite. **Team Size**:8 Agents.

**Role Description**:Assist Team to Generates the positive Leads regarding furthering Educations (US Client), with marketing team with bulk data & try to convert into positive lead, through our Agents. **Project Details**:Educations Service (Lead Generated) US Client, Supporting with the help of Outbound Call, Maintaining the Positive data & Update the same, i.e. both data (Positive & Retain) data to the Enrolments Counsellor Team for the future. **Skill Used**:US English Accent with Lead Gen Script, Select Perfect Promoting tools as well Promotes Skills while interacting with US Citizens as well Promote Others Educations Entertainment etc.

**Projects: 02: INBOUND VOICE- PROCESS (Domestic**)

**Role***:*Project Lead **Project Title**:Free Domain with Hosting Service (Designed Website with Client Content & 24\*7 Technical Supports). **Client Google**: Chandni Chowk Shopkeepers –Delhi. **Employment Type**:Full-Time. **Duration**: April’2012 to September’2012**Project Location**:Nashik(Maharashtra)INDIA. **Site:-**Onsite. **Team Size***:-*17 Agents.

**Role Description***:* Chandni Chowk Shopkeepers -Delhi, Online website Design Support as well Technical/Semi-Technical Support,(24/7) Co-ordinate with Google marketing Team, as well provide Domain Registration with Web Design. **Project Details**: Website Content (website design with Technical/ Semi Technical Support, 24/7Client Support on Phone/Live Chat/Mail (Ticket Support), to Chandni Chowk Retails get ONLINE business from anywhere. So they can promote their Business .On-Line, Support with INBOUND Calls, Maintaining the productive Data, Attend and Address the Client Queries ONLINE & escalate the same to the Technical Admin. as well Co-ordinate with other higher Teams. **Skill Used**: Web design with Dynamic & Proper background, Select Perfect Template, Create a G+ Page for all Web, Promote Others Social Entertainment etc.

**Additional Computer Skills:-**

* Certificate in **Accounting Software (TALLY)** December 2002, Securing A+ grade From **DREAM ACADEMY Computer Education.Nashik(Maharashtra) INDIA.**
* Certificate in **MS-OFFICE**, February 2004, Securing A+ grade From **DREAM ACADEMY Computer Education Nashik (Maharashtra) INDIA.**