236993@gulfjobseekers.com

**CORE COMPETENCIES**

* A competent and dynamic professional with 8 years of experience in Operations Management, Administration, Quality Compliance, Client Relationship and Team Management,
* Merit of being associated with country's renowned groups' like Convergy's India Services Pvt. Ltd and IBM Daksh Business Process Services Pvt. Ltd.
* Adept in implementing a framework of quality standards and overseeing smooth implementation of the activities
* Experienced in managing quality process operations with an aim to accomplish corporate plans & goals successfully
* Proficiency in coordinating with internal/external customers for running successful business operations and experience of implementing procedures and service standards for business excellence
* Developed competency in establishing performance-driven culture that ensures accountability and personal ownership, lead, develop, coach and motivating teams, to achieve goals profitably
* Solutions Driven & Customer Centric Professional; ensuring delivery of high quality services to support customer's needs
* Possess excellent leadership, communication, interpersonal, analytical and organizational abilities

**WORK EXPERIENCE**

**Intruder** **Since Apr’13**

**Role:** Assistant Manager- Administration

**Key deliverables:**

* Taking Care of the complete office, managing day to day affairs and supervising staff.
* Ensuring healthy environment for the Students and Teachers.
* Assisting with recruitment, public or alumni relations and marketing activities.
* Administering the 'student lifecycle' from registration or admission to course completion or leaving.
* Providing administrative support to an academic team of lecturers, tutors or teachers.
* Drafting and interpreting regulations and dealing with queries and complaints procedures
* Coordinating examination and assessment processes
* Maintaining high levels of quality assurance, including course evaluation and course approval procedures
* Purchasing goods and equipment, as required, and processing invoices
* Organizing and facilitating a variety of educational or social activities

**Convergys India Services Pvt. Ltd** **Aug’08 – Feb’10**

**Role:** SR CCO

* Extensively worked as dispute correspondent for CapitalOne Bank by helping customers in resolving disputes regarding credit card charges
* Efficiently & effectively resolved:
	+ Customer disputes regarding Visa and MasterCard guidelines
	+ Disputed charges as per cardholder's request
* Efficiently & effectively assisted the associates in their work to provide support in the absence of Team Leader
* Rendered feedback regarding new updates related to dispute reason codes
* Administer performance management by diagnosing improvement opportunities, providing effective feedback, coaching, training, professional development and corrective action plans
* Perform quality checks, develop and review performance reports, identify areas to improve, and implement measures to improve performance levels and meet objectives

**Raj International** **Nov’06 – Aug’08**

**Role:** Executive Assistant

* Handling walk- in queries pertaining to admission in foreign countries and related exams i.e. GRE, GMAT, SAT, IELTS and TOEFL
* Making outbound calls to prospective students inquiring about their study abroad plans
* Dealing with students and parents with regards to their admission process
* Assisting in an in-house/external event for promotion of company’s brand
* Closely working with the team for meeting targets as per the deadlines set by the company

**IBM Daksh Business Process Services Pvt. Ltd.** **Feb’04 – Nov’06**

**Role:** Sr. CSE

* Worked as Senior Executive accountable to Assistant Manager – operations from Jul’05 – Nov’06 for US Telecom Sprint
* Managed the team executing routine tasks in absence of Team Leader
* Responsible for new joiner’s orientation and supporting the team with Equipment Order Fulfillment
* Maintained regular updates in the team regarding quality inputs and service level agreements (SLA)
* Worked for Accounts Correction Program, Total Equipment Protection, Add A Phone, Contract Lockdown program and Equipment Order Fulfillment

**EDUCATIONAL QUALIFICATIONS**

* Diploma in AME from IIA
* BBA from Manav Bharti University

**PERSONAL DETAILS**

Date of Birth 26th Feb 1978

Marital Status Married

Language Known English and Hindi

Nationality Indian