Emran ****

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| **CURRICULUM VITAE** |
| 9+ years of Experience in Customer Service for Various Service Providers like British Telecom (UK Based), Citi Bank (US Based) Dr Pepper Snapple Group (US Based Beverage Company). Strategic Planning, Budget Control, Risk Management, Quality Assurance Standards, Global SAP / ERP Solutions. Proven ability to Lead / Build highly efficient teams. Excellent Interpersonal and Customer & Vendor Relational skills, Organizational Communication and Presentation skills. |
| **Projects**  | **GE Oil & Gas, Bently Division.** |
| **Current****Organization** | **GENPACT INDIA** |
| **Position****Job description**  | **June 2011 - Present\***Currently working as an Assistant Manager in OTC (Order Management/Procurement) Project for GE Oil & Gas at their Office in Cyber City, Gurgaon, India.My role is of a Customer Service Representative wherein; the job description is as follows:**Order Management and customer service**- * Preparing Quotation, RFQs and Creating Sales Orders post receipt of Purchase Order from customers like key players in Oil & Gas Industry based in India such as Reliance, BHEL, IOCL, Cairn India, L&T, Triveni Turbines and many more for Imported Supply in the company ERP (SAP-P31).
* Creating Outbound Deliveries and further processing such as tracking on material readiness and shipment from the warehouses (US)
* Track them until they get delivered to the customer/ consignee.
* Providing resolutions to customer’s queries related to their orders and general issues.

**Coordination with upstream and downstream parts of business:*** Hand-in-hand coordination with the most important function/s of supply chain business, such as Demand Control Team, Production and Planning teams
* Help process like collections and Credit Team in solving their overdue by providing thorough research on issues.
* Coordinate with logistical functions like warehouses & carriers (truckers)
* Proactive communication to customers with regards to the delivery of their loads

**Data, Reporting and Dash Board maintenance**- * Sound knowledge of reports and data which showcase process health
* Publish daily/weekly reports to the team and management of intraday workable, and maintain a repository of the same.
* Timely preparation and updation of process dash board
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| **WORK EXPERIENCE** |
| **Previous****Organization (2)** | **CONVERGYS INDIA SERVICES, INDIA**  |
| **Position****Job description**  | **(May 2009 – June 2011)**Senior Customer Care Officer for CITI Bank, for customer based in US. The role and responsibilities were as follows:* To provide technical support to CITI Bank Credit Card customers for their online banking
* To provide floor support and taking supervisory/ escalation calls
* Training and mentoring for new joiners on floor
* Call barging and conducting feedback sessions, with support of training team
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| **Previous****Organization (1)** | **HCL TECHNOLOGIES—BPO Services** |
| **Position****Job description**  | **(Nov 2007 – May 2009)**Senior Customer Service Representative for British Telecommunications, UK. The job description is as follows:* Take Customer service calls for BT customers and provide solutions to them with regards to their telephone connection and services
* Up-selling of new plans and products to BT’s new/ existing customers
* Take supervisory calls in absence of my supervisor
* TOS reporting of the team
* Provide floor support
* Coordinate with internal departments such as Billing, Asian Help Desk, and Field Engineers etc
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| **EDUCATION** |
| **Degree** | **Period** | **Institute / School, City** | **Percentage** |
| B. Sc. – Mathematics | 2008 | Ambedkar University (AGRA) | 49.5% |
| CBSE – (Class 12th) | 2005 | Sarvodaya Vidyalay | 59% |
| **EXTRA CO-CURRICULAR ACTIVITIES** |
| 1. Participated in **Inter COE Cricket Tournament** 3 times held by GENPACT where won the Man the Match Award twice.
2. Participated in **GE-7A Cricket T20 Big Bash** 2 times held by GE.
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| **ACHIEVEMENTS** |
| * **Awarded by Service Leader for Outperformer Award twice in 2012, thrice in 2013, once in 2014.**
* **Got Promotes to Management Trainee in 2014.**
* **Got Promoted to Assistant Manager in 2017.**
* **Involved in Major Project for RIL J3 and contributed in the success.**
* **Perfect 10 in NPS in majority of Flow Orders.**
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