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**OBJECTIVE**

Resourceful Customer Service Professional who consistently meets and exceeds productivity goals, Proven capacity to troubleshoot issues to resolve issues quickly. Maintains a high level of professionalism, patience and efficiency to minimize customer dissatisfaction and increase customer loyalty.

**EDUCATION**

Babasaheb Gawde Business School --- Mumbai - 400 008.

**Bachelors of Management Degree - 2006**

(Three-year advanced degree fulltime course.)

Shankar Narayan College --- Bhayander 401 107.

**Junior College Degree in Commerce - 2003**

**SKILLS SUMMARY**

Able to create healthy group environment.

Good communication skills.

Good computer knowledge.

Extremely motivated and detail oriented.

Professional Presentations

Problem solving abilities.

Professional as well as friendly with team member.

**Employment History**

DIGITECH SYSTEM

Kurla Mumbai.

**Team Leader (May 2012 to June 2015)**

**Responsibilities**:

Managing correspondence to the clients as well as internal management and employees.

Providing and managing necessary tools for the employees that include petty cash for client visits and revert to important phone calls from the clients.

Managing Employee Attendance, Incentives, Leaves and Salaries.

Visit to important clients if needed. Major clients include RCF, BARC, Tata Electric and Hindustan Petroleum

BANK OF AMERICA CONTINUUM INDIA PRIVATE LIMITED

Mumbai 400 064.

**Team Coach, October 2006 - April 2012.**

**Responsibilities -**

Team supervision and performance management

Coaching and Feedback

Provided necessary guidance to learner

Coordinated with team member and other colleagues.

Trained to new employees and provided guidance when required.

Scheduling and Roster managing, Monitoring workflow, allocation.

**Achievements -**

Cross-trained and provided back-up for other customer service representatives when needed.

Awarded with Star Search Awards for Positive influence and Know the details.

Top Agent for Second Quarter 2007 --- Second Quarter 2009.

Received Spot Awards for Best Improved Performer, 100% Quality, Consistent Performer and Over All Performance.

Got promoted to Team Coach.

**PERSONAL DETAILS**

**DOB**  : 13th December, 1983.

**Marital Status** : Single.

**Nationality** : Indian.

**Languages Known** : English, Hindi, and Marathi.