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**Personal profile:-**

Dynamic professional capable of working in fast paced environment demanding strong organizational and interpersonal skills .trustworthy, ethical and discreet, committed to superior customer and organizational service, confident and poised in interaction with individuals at all levels.

**Objective :-**

To achieve’ excellence’ in corporate sector and prepare my self to hold the responsibilities of manager, team leader leading to value addition for society through continuous learning.

**Professional abilities:-**

Process development through keen understanding and knowledge.

Communication at all levels from customer end to the corporate management.

Good understanding of the process and to add value to the company’s business requirements.

Skilled communicator with team leading and handling skills

**Work experience:**

**Amartech Convergence**

Designation: Team Leader Oct 13’ Till date

* + - Maintenance of mis data and reports of collectors and customers.

Provide support by taking initiatives like training, taking calls for employee engagement events, process presentations.

* Handling a team of 10-12 people activities for calling US Process.
* Job Description: Performance Management & Training Needs identification for team members.  
  Track attendance & leave management of the team Daily/ Weekly respectively (Roster & Attendance Management).
* Conduct team meetings periodically.

**Tech Mahindra:**

Designation: Senior Customer Care Executive Dec08’-Aug09

Job Description: Operations, Accounting& Billing of BT (British Telecom) Project.

Communication and coordination with BT clients, for feasibility

on various projects.

Verification and submission of contracts from all over the world

depending on their contract value and estimation of cost to the

company.

Recruitment of New Hires in orientation processes,

**GE MONEY-SBI CARDS:**

# Designation: Team Leader Aug07’- April08’

Job Description:

* + - Collections and recoveries at various stages of delinquency.
    - Agency management and collection co-ordination.

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* + - SBI Cards.
* Performance Management & Training Needs identification for team members.  
  Track attendance & leave management of the team Daily/ Weekly respectively (Roster & Attendance Management).
* Conduct team meetings periodically.
  + - Co- Handling a team of 10-12 people for collection activities for GE
    - Coordination and communication between the agency and the
    - Company at various levels.
    - Maintenance of mis data and reports of collectors and customers.
* Provide support by taking initiatives like training, taking calls for , employee engagement events, process presentations.

**GE consumer financial services**

Designation: Process Developer Sep05’-Aug07’

Job description:-

* Communication at all levels from customer end to the corporate
* Management
* Maintenance of mis data and various reports essential for understanding business better,
* Dealing with accounts of PLCC card holders and providing information to the customers about the benefits of payment and preventing them from getting behind
* Understanding the need of the organization and providing appropriate solution.
* Communication with technical team(voice and non –voice) and provide them with quality training in efficient communication skills.
* Handling outbound and inbound calls and monitoring of quality control calls of agents.

**Education**

Bachelor of arts Year 1994 University of Lucknow

Intermediate Year 1990 UP board

ICSE Year 1987 Delhi board

**IT skills**

Well versed with basic functionality of computers like ms Word ,Excel etc.

**Languages known:-**

Proficient in English Hindi and Urdu.

**Personal details:-**

Date of birth: 14 Oct1977