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| **Career Objective**To utilize my optimistic perception, acquired expertise, dedication and eagerness for work and learning that is beneficial first for organization than individual.  |
| **Education:****Bachelors in Commerce:** G.S.College, RDVV University, Jabalpur 2002 to 2005.**HSC:**St. Mary Senior Secondary School Jabalpur Affiliated to MP board (2002). |
| **Work Experience:****Customer Care Representative** at **DU (**May 2012 –Present).**DU, Emirates Integrated Telecommunications Company** is the Middle East’s telecommunications service provider. More than 6.5 million mobile customers (almost 50% market share), 555,000 fixed line subscribers, 180,000 home services subscribers and over 70,000 businesses have chosen DU's services. DU's annual revenue now exceeds AED 10 billion.**Responsibilities:** (Email Correspondence Enterprise / Consumer)* Providing quality responses to customer contacts in email.
* Dealing with enquiries & answering emails from new and existing customers.
* Handling difficult and aggressive customers in a professional manner.
* Giving customers information about company services and products.
* Helping customers to register online and/or to process their orders.
* Suggesting solutions to customers in a positive manner.
* Used the software program for updating and reviewing customer information.
* Resolving assigned incidents within pre-agreed timescales.
* Building relationships with customers.

**Retention specialist:** (Life Cycle Management and Customer Retention) * Retained consumer memberships through utilization of sales tools and techniques.
* Addressed consumer needs and outlined how continued membership will fulfill those needs.
* Explained new services and products to existing customers.
* Selling a range of products and services, to both new and existing clients.
* Working on high quality appointment setting campaigns.
* Making B2B outbound telesales calls.
* Conveying technical information to customers.
* Closing sales and making plans to gain repeat business.
* Attending tradeshows & industry events.
* Performing administrative duties.
* Using the latest sales software.
* Booking appointments for sales representatives to visit potential customers.
* Using Word & Excel to write reports and create invoices.
* Maximizing every sales enquiry

**Customer Care Associate** at **EXL BPO, Pune**  **(**November 2010 to December 2011)**EXL Service** was incorporated in April 1999 in Delaware USA, is a provider (IT) services, decision-analytics, operation management, outsourcing and transformation services company. Employing more than 21000 employees listed under NASDAQ New York.**Responsibilities:*** Handing Inbound calls.
* Attending Customer C-sat.
* Handing Escalation calls.
* Resolving Customer Query.
* Preparing daily MIS.
* Reporting to supervisor with the daily reports.
* Handing the team in Absence of the Supervisor.

**Team Coordinator, Processor,** at **Intelenet Global Services,** **Mumbai (**August 2007 to February 2010).**Intelenet Global Services** offers 24/7 services for contact center, transaction processing, finance & accounting and human resource outsourcing services to Fortune 500 companies in the UK, US, Australia and India. Intelenet has 31000employees across 30 delivery centers globally in India, Philippines, Mauritius and US.**Responsibilities:** Commercial Banking Operation, Barclays Bank PLC* Sending Swift message to counter Bank or Parties e.g. MT 103 and MT202
* Receiving Trade Document from the customer side. Maintaining MIS for the same.
* Executing an Initial Scrutiny using a Checklist and scanning the same and sending it to the concern department for further scrutiny.
* Following up for the revert and If any Discrepancy and forward the same to concern RM or Service Manager.
* Following up with the counter Bank or parties for payment.
* Releasing the payment to our customer (exporter).
* Handling interbank transaction through RTGS and NEFT.
* Check listing the request form.
* Reporting all MIS to the concern senior Manager
* Handling R-Returns using RBI software (Feters)
* Receiving Swift message and segregating it.
* Scanning it and forwarding the same to concern department
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| **Key Skills*** Excellent organizational, analytical, communication and interpersonal skill.
* Ability to easily grasp and put into application new ideas, concepts, methods and technologies.
* Dedicated, innovative and self-motivated team player/builder.
* Able to adapt quickly to challenges and changing environments.
* Driven to learn and apply new ideas and skills.
* Positive Attitude towards work.
* Potential to take up challenges.
* Adaptability and Flexibility.
* Have UAE Driving License.
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| **Computer skills*** Basic Knowledge of MS Office
* Win. 98, 2000, XP and MS-DOS
* Tally Basic
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| **Personal Information:****Date of Birth:** 26 September 1983**Gender:** Male**Marital Status:** Single**Languages known:** English, Hindi, Malayalam   |
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