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**CUSTOMER SERVICE MANAGEMENT PROFESSIONAL | QUALITY MANAGEMENT**

**Professional Profile**

* A customer focused, motivated and performance driven operations and customer service management professional with over 6 years of experience in problem solving, service management, SLA and TAT management, quality management, supervision and control, SLA management and training and development
* Possess excellent customer service orientation, maturity of judgment under pressure/ ability to diagnose the level of customers need and to service delivery without delay
* Competent in assessing and implementing effective solutions to the customer needs, with an aim to improve customer contentment and consequently customer loyalty, repeat and ability to think quickly.
* Resourceful and competent to create win-win relationship with Customers coupled with proven acumen in managing customer centric operations and ensuring customer satisfaction by achieving delivery and service quality norms
* Expertise in maintaining highest level of quality in operations; ensuring adherence to all the quality parameters and procedures as per the stringent norms. Adept at handling operational tasks and managing customer requests.
* Strong problem solving & analytical skills with the flexibility to work cohesively as part of a multidisciplinary team with exceptional troubleshooting, communication, prioritization, problem solving and management skills
* Demonstrated ability in developing and ensuring customer satisfaction by maintaining excellent Turnaround Time (TAT) for delivery & service quality norms
* Excellent time management skills with proven ability to work accurately and quickly prioritize, coordinate and consolidate tasks, whilst simultaneously managing the diverse range of function from multiple sources

**Professional Highlights**

**Professional Experience**

**SINCE SEP 2013 ONWARDS: ADITYA BIRLA MONEY LIMITED, CHENNAI, INDIA**

**As Executive - Customer Support & Quality**

**APR 2012 – SEP 2013: COGNIZANT TECHNOLOGY SOLUTIONS LIMITED, CHENNAI, INDIA**

**As Executive - Non-Voice**

**JUL 2009 – APR 2012: COMPUTER AGE MANAGEMENT SERVICES PRIVATE LIMITED (CAMS), CHENNAI, INDIA**

**As Assistant Processing Officer – Customer Service & Redemption**

**Domain Skills**

* Responsible to manage & resolve all queries, requests / complaints received through non-voice channel within pre-defined turn-around time (TAT)
* Ensuring to provide timely escalations, making rigorous follow-ups with internal & external (franchisees) stakeholders to ascertain appropriate feedbacks are received within time to address the requests / complaints
* Monitoring performance against key success metrics while identifying and mitigating risks whilst ensuring adherence to standard operating procedures to meet the standard SLA’s
* Maintaining high service standards & practices and exercising quality control in all areas of operations to provide excellent customer service
* Establishing the efficient operations and monitoring & improving the standards of performance and quality in the business by gearing the activities to plan, organize, & manage internal procedures and resources to ensure maximum productivity
* Constantly monitoring day-to-day operations at micro level, maintaining daily checklists and executing the tasks assigned in accordance with organizational standards
* Maintaining high service standards & practices and exercised quality control in all areas of operations, raising systems and operations to peak performance levels through creative, hands-on leadership
* Building a cohesive team spirit throughout the company by designing a program that recognized competing management objectives, creating common goals, and provided measurement incentives
* Defining performance standards across all functional areas and periodically reviewing performance with deft application of concurrent management audit procedures
* Ensuring exceptional quality is maintained while managing customer service interactions, thereby resulting in quality audit scores for each interaction managed over & above internal set benchmarks.
* Supervised to managed the tagging completes appropriately in CRM and managing via CRM system only whilst ensuring all service interactions being managed are tagged in CRM system and managed via CRM system only.
* Driving efforts to achieve the productivity targets as per the established internal benchmarks which results in low cost servicing and saving for the organization
* Instrumental in reviewing, application scrutiny and processingalong with Master maintenance of investor’s data and maintaining coordination with ISC in generating EOD report to be sent to client
* Receiving & Scrutinizing NFO Applications from the collection banks, Processing the application by order the bank and locations and evaluating current procedures and suggesting process improvements to Team lead and Quality specialist

**Certifications**

* IRDA (Insurance Regulatory Development Authority) Certified

**Education Credentials**

**2009 Masters in Business Administration - Finance & Marketing**

ICFAI, Chennai, India

**2007Bachelors in Commerce**

D.G.Vaishnav College, University of Madras, India

**Personal Details**

**Date of Birth**: 23rd Nov 1986 |

|**Linguistic Abilities**: English, Hindi, Sindhi and Tamil

Customer Service ~ Operational Efficiency ~ Client Servicing ~ SLA Management ~ Quality Management ~ Relationship Management ~ Performance Management ~ Leadership Acumen ~ Team Management ~ Training and Development, Service operations 🞛 Policies & Procedures implementation 🞛 Post-Sale Service Operations 🞛 Business Retention 🞛 Service Points Operations 🞛 Customer Centric Operations 🞛 Ensure Customer Satisfaction 🞛 Achieve delivery & Service Quality Norms 🞛 Improvement Areas Identification 🞛 Measures implementation 🞛 Handling Team Members 🞛 Handle escalation 🞛 Cross-functional Coordination 🞛 Management Skills 🞛 Liaison and Team Management