**First Name of Application CV No 1623378**

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D.O.B: 13/07/1989

Nationality: Indian

Marital Status: Married

Objective

Desire a challenging management position in an organization, where I can use my knowledge and skills to contribute towards organizational growth.

**Summary of Skills:**

1. **Professional / Business Acumen**

* Customer Service /Soft Collections
* Excellent inter-personal and problem solving skills
* Exposure to ERP/Electronic Environment
* Excellent verbal and written communication skills in English
* Good analytical skills

1. **Personal Attributes**

* Self-motivated
* Accountable, proactive & reliable
* Team spirit/ teamwork
* Collaboration

Experience:

1. Floor Supervisor

Teleperformance Gurgaon –India June 2013- Feb2016

Teleperformance India, established in 2001, is the leading provider of outstanding Customer Experience at every single opportunity. Known for its quality offering and outstanding people practices, Teleperformance India evolved into the preferred offshore contact center outsourcing for English speaking nations.

**PROCESS: GLOBAL ANALYTICS LENDING STREAM**

Lending Stream has been providing short-term loans since 2008. They are members of BCCA and follow their codes of practice. Lending Stream is driven to use the power of advanced analytics to help people who deserve credit, get credit. And, by creating innovative credit products. Their vision has evolved to include a clear focus on building solutions that help consumers, merchants and lenders all share in the tremendous value that analytics can create.

## JOB DISCRIPTION

* Take inbound calls and assist the customers with product details of the Short Term (Unsecure) Loan.
* Take collection calls to assist the clients in financial debts by analyzing their income and expenditure details to set up an affordable payment arrangement to repay the loan.
* Educate the Customer under negative Credit Ranking about the impact of their rating and act as Financial Advisor.
* Take calls from Debt Management/Liquidation Companies regarding customer’s account that include payoff priorities and timelines according to customer’s convenience.
* Assist the Team Leader in meeting the daily SLA Targets and take supervisor calls for escalated cases.
* Carry out process refreshers and trainings on Process Refreshers.
* Handle all escalation calls for the team. Able to stay calm when confronted with angry customers and defuse tense situations.
* SBS to at least 4 calls per agent per week and give documented coaching and feedback
* Act as the Tech SPOC for the team, log all tech issues on time and ensure proper follow up and closure on the same
* Assist the Team Manager in driving performance and productivity of the team
* Provide timely feedback to the Team Manager for the agents on the team in terms of performance, attitude concerns, absenteeism concerns and any other critical areas
* Assist in the selection and grooming of floor walkers and potential team coaches.
* Take at least 2 buzz sessions per week for the team
* Act as the quality champion of the team and drive quality on every call
* SPOC for weekly client call on Process Improvement Prospectus.

**2. Senior Business Associate**

**Vertex India Private Limited** - **February 2010 – January 2012**

**Capita India Private Limited**- **February 2012 – October 2012**

Vertex has 14,000 people operate out of 10 major locations in India, and their focus is on delivering superior customer experience for their clients across the length and breadth of the country.

**Process - Severn Trent Water**

Severn Trent was formed in 1974 as a regional, state-owned water authority based in Birmingham and responsible for water management and supply, and waste water treatment and disposal, in the catchment areas of two of Britain's largest rivers - the Severn and the Trent

**JOB DISCRIPTION:**

* Worked as Senior Business Associate for a UK based Process; key responsibility was to review the Utility Bills and make the necessary amendments based on the data derived from the Average Daily Consumption and finally approve the same before billing the customer.
* Was appointed as SME after one year of Business Associate Experience. Provided Floor support to the OJT and tenured Associates.
* Assist the Quality Analyst Team to audit the cases processed by the Associates and make daily reports.
* Give coaching and feedback to the defaulters. Identifying the training areas of the Process and arrange Refresher Sessions.
* Assist the Training team in making New Training Modules.

**3. Customer Care Executive**

**IBM DAKSH - August 2009 – December 2009**

IBM Daksh, also known as IBM Global Process Services, is a business process outsourcing ([BPO](http://searchcio.techtarget.com/definition/business-process-outsourcing)) firm that was formerly known as Daksh eService’s.

**Process - Amazon US**

Amazon, is an American [electronic commerce](https://en.wikipedia.org/wiki/E-commerce) and [cloud computing](https://en.wikipedia.org/wiki/Cloud_computing) company with headquarters in [Seattle](https://en.wikipedia.org/wiki/Seattle), [Washington](https://en.wikipedia.org/wiki/Washington_(state)). It is the largest Internet-based retailer in the United States, Amazon.com.

**JOB DISCRIPTION: Customer Service Executive**

* Take Inbound Calls for online website ‘Amazon.com’, Communication skills focused on understanding customer needs and developing resolutions. Maintaining customer records by updating account information helping customers with basic queries and giving them transparent information about the Product.
* Proven ability to grasp product knowledge to rapidly address customer questions and complaints regarding the online account, product details, delivery details of the product etc.
* Understanding of customer psychology to more effectively problem-solve and provide with the best possible solution. Resolving product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.

Education

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| Secondary Education  Year-2006 | West Bengal Board | Kalimpong Girls High School |
| Higher Secondary Education  Year-2008 | Central Board of Secondary Education | Kamal Jyoti Vidya Peeth School Kalimpong |