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# Professional Competencies

* Dynamic, result oriented professional with proven success in Business Process Outsourcing and Back Office Operations in leading companies across varied business lines.
* Proven leadership skills involving managing, developing, mentoring and motivating teams to achieve goals and also managing attrition and absenteeism.
* Proven intelligent problem solving skills and dedication to maintain high quality standards in the given assignment.
* Develop, manage, implement, and deliver KPIs in line with the prescribed targets.
* Develop an in depth understanding on the different aspects of the process.
* Strong interpersonal and organizational skills and ability to work and maintain effective working relations with people in a multicultural setting.
* Responded efficiently to clients’ needs and concerns, corresponded with clients accurately in sensitive situations, avoiding errors, good negotiating skills.
* Provide direction and guidance to the team; develop them to their full potential by identifying and developing leadership qualities in them thus grooming them for the next level.

**Work Experience**

**December 2014 till Present**

*As* **Manager** *with* **Thomas Cook India Ltd.***, in e-Business Domestic Holidays department. Ensured that the Company Vision, Values & Ethics were upheld by self and the team at all times through professional behavior, by being a role model.*

* Manage Domestic travel operations & ensure revenue maximization along with highest levels of quality service
* Ability to manage pre-tour issues, if any, at any time and ensuring payments are made on time
* Customer complaints are resolved precisely in time-frame with accurate resolution wherein customer is also satisfied and escalations are avoided
* Managing D – 30 collections and Refunds & Cancellation processes
* Promote Travel assist to all GIT/FIT customers & also Executing the final handover of relevant package to the customer
* Pre tour feedback & service quality issues
* Maintaining MIS
* Understanding call center metrics and helping them with data points to perform at better levels. Also keep them up to date with new marketing offers/promotions
* To ensure there is absolute clarity between our internal & external customer in order to have a good business relationship and smooth service functioning.
* Conduct detailed and effective implementation programs within agreed timeframes. Communicate client’s objectives and requirements to all the concerned stake holders (Sales, Operations, Relationship team, Finance).
* Process Reengineering: To implement and design the way work is done keeping in mind the organization’s mission and ensuring effective service delivery to a customer.
* Understand the process of our clients, map them and integrate them with Thomas Cook Processes and Systems.
* Operate within laid down Thomas Cook business processes and policies.
* Creation of meaningful management information templates to drive results.
* Systematic approaches that incorporate statistical approach to ensure continuous improvement and optimization of business products and services
* Work closely with Sales, Client Management, Operations & Credit Control team to constantly improve the Service level through Process and System enhancement.
* Monitor individual performance, providing timely /specific feedback in a constructive manner.
* Ensure that staff training is a continuous process with emphasis on ongoing development.

**Honors and Recognition at Thomas Cook**

* Received certificate of appreciation from MDs office for in-time resolution of grievances.
* Received appreciation from Business Head & Senior Management for reducing TAT from 3 days to less than 24 hours.

**March 2014 till December 2014**

*As* **Assistant Manager** *with* **HDFC ERGO***, in customer service department, lead a team of 16 officers, handling queries from customers over the call and mails.*

* Suggested to create STF (Special Task Force) team who will be responsible for all queries/ requests/ complaints and repeat calls received to be processed on priority basis.
* Have worked successfully on STF project wherein all the requests are handled sensitively.
* Ensuring follow ups on the concerns, with satisfactory deliverables.
* Identify areas for improvement in service delivery (cost / data quality / productivity /customer requirements) based on feedback /proactive analysis of operational efficiency /effectiveness.
* Handling outbound team, wherein agents outcall the customers on SMS data received for Renewal/Claims and cancellation requests.
* Received appreciation from customers and senior management for proactively calling Jammu Kashmir and Assam customers for claim registration during emergency.
* Listening CSAT calls for continuous process improvement, through identification of process gaps and escalating to training team/ product team.

**November 2010 till September 2013**

*As* **Assistant Manager** *with* **ICICI Bank***, in phone banking department located at Thane, lead a team of 20 officers, handling queries from customers over the call and mails.*

* Monitor individual performance, providing timely /specific feedback in a constructive manner.
* Ensure that staff training is a continuous process with emphasis on ongoing development.
* Conduct performance appraisals of team members in line with set guidelines.
* Ensure team members work in a collaborative manner & make conscious efforts for best performance.
* Support / Coach / Encourage and motivate team members for better performance. To identify / address concerns if any through conscious /visible actions.
* Conduct team meetings for sharing information, reviewing team progress on deliverables / projects etc.
* Ensuring that a forum is utilized for two way communication with team members get an opportunity to express their concerns / ideas etc.
* Ensure that the team understands the KPI(s) and expectations from their roles, delivers the objectives (Productivity, Timeliness, and Data Quality)
* Ensuring speedy and satisfactory response to customer’s issues.
* Regularly monitoring achievement of results (data quality and productivity) and to affirm that targets are met through appropriate decisions / actions / escalations / troubleshooting.
* Create and submit requisite reports – as per set guidelines, in time
* Confirm to instructions set by Manager to ensure process migrations / organization changes are properly planned and communicated to staff.
* Ensure successful implementation of migrations / changes as per plan / guidelines/frameworks provided
* Assess training needs by conducting data analysis to identify gaps and to frame training session to improve skill sets of Executives.
* Conduct regular briefings to review quality standards and updates
* Undertake initiatives to achieve highest possible quality on calls.
* Conduct quality induction/session for the trainee executives
* Call Auditing and providing weekly feedback & performance reports.
* Staff Engagement & motivational activities.
* Timely Resolution / troubleshooting of day to day issues (system / facilities / workstation availability)
* Ensuring follow ups on the concerns, with satisfactory deliverables.
* Continuous Process improvement, though identification of process gaps
* Staff Administration in line with company policies, procedures & compliances.

**Honors and Recognition at ICICI**

* For exemplary performance was rewarded, along with the transfer from General Banking to high profile Gold Category.
* Continued the performance with outstanding excellence in achieving service parameters and interpersonal skills, subsequently was promoted to Titanium segment from Oct 2012.
* ‘Certificate Of Recognition’ was conferred for valuable contribution to the Digital Channels Group:

I-Activate Contest ( Dec’ 2012, Jan’ 2013 & Feb’ 2013)

* Self and entire team was recognized for achieving zero absenteeism for consecutive 3 months in FY 12/13.
* S2S IBA, DCU, live transfers.

**August 2005** to **November 2010**

*Started of the career with customer care division of leading Telecom Company in India RELIANCE Communications BPO & was proud to be associated with its robust customer care management system by serving its customers pan India.*

1. **As Team Leader for HNI, Front office (July 2008 – November 2010)**

* Responsible for the team comprising of 14 members of a highly specialized desk.
* Assuming and undertaking the responsibility of 100+ team members at times of work exigencies.
* Ensuring service delivery as per the SLA of the organization in daily operations, through achievement of various parameters like AHT, Quality, Schedule Adherence, C-Sat and work flow.
* Preparing and publishing of various reports for escalation & analysis, to various levels of management. Using the same data to conduct reviews for process improvements.
* Mentoring, coaching & grooming of team members for their growth prospects. Also taking up of their issues and concerns to the HR for various formalities.

1. **Assignments as Front Office Executive for Inbound desk / NRI Waivers, Email / Passport Unit.**

* Handling of customer’s call with regards to queries / complaints, etc.
* Ensuring the complete and satisfactory resolution to the query / complaint posted by the customer, escalating the same incase it requires higher interventions.
* As CIE in NRI email unit was responsible for replying to NRI customers over the mail for issues & queries.
* In the NRI waivers unit handled high end escalations from customers & business. Used various applications for refund / waiver processing. Handled critical revenue reconciliations.

**Honors and Recognition at Reliance:**

* Recipient of certifications and rewards for exemplary performances for achieving and exceeding benchmarks & parameters.
* Based on performance was assigned to various pilot projects and later carried out the imparting of training for the same as Team Coach.
* Joined the organization as a ‘Trainee CSR’, moved up in the ranks on the basis of the assessments of duties and responsibilities as a CSR, CIE, Assistant Team Leader & finally promoted as a Team Leader following the impressive track record.

**Trainings received**

* Attended SLP training (Service Leadership training) at ICICI.
* Team Leadership and management training at Reliance BPO.
* Management skills and Systems trainings (time to time) at both organizations.

**Projects Handled**

* Project on CSAT, AHT handling, Error reduction & Intensifying of Service-to- Sales (at ICICI).
* Preparation of a training module for the training team for call quality improvement, to enhance maximum CSAT, wow call experience.
* As part of a pilot project on the newly launched product (Reliance Passport) was responsible to frame the guidelines on customer care, replies to the queries raised, escalation matrix. Also was responsible for maintaining the process / work flow / coordination across all levels & departments.
* Member of the team that was involved in implementation and audits of the various projects rolled out.

**Education**

* B. Sc. (Chemistry) from Mumbai University in 2005
* H. S. C. (Mumbai Board) from AFAC College of Science & Commerce in 2002
* S. S. C. (Mumbai Board) from PADUA English High School in 2000

**Technical Skills**

* Operating System : Windows 7, Windows 8 & Windows XP
* Software : MS-Word, MS-Excel and MS-PowerPoint.

**Personal Details**

* Date of Birth : 6th December 1984
* Marital Status : Unmarried
* Languages Skills : English, Hindi, and Marathi