**First Name of Application CV No 1638126**

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***Seeking for a challenging and responsible position to prove my abilities combined with good communication skills, excellent motivational skills and leadership qualities with strong human relations with team members and management.***

**SKILL SET**

* CTL Prime, Flex cube, Vision Plus, CRM, C, SQL, HTML, Proficient in MS- Office Packages
* Dispute management and Chargeback.
* Payments.
* Transaction authorization and settlement.
* Credit Cards
* E-mail correspondence.
* Contact Centre – Voice/Non-voice

**WORK EXPERIENCE**

**November 2013to February, 2016** – **As a Deputy Manager**

**INDUSIND BANK LTD**

**Responsibilities at INDUSIND:**

* Managing the correspondence unit of the Bank.
* Liaising with various units of the Bank to understand their process flow/operating model in order to create checkpoints at the contact centre for error-free referrals.
* Presenting team’s performance to the senior management on monthly review.
* Work very closely with the team members to solve customers’ problems and to ensure the emails received from customers are actioned on time and therefore the SLA is not impacted.
* Auditing/proof reading e-mails sent to the customers to ensure accurate information has been provided to the customers.
* Conducting daily huddles to ensure all the team members are well-versed with the product and process.
* Monitors the quantitative and qualitative result that is to be achieved and offers solutions and suggestions for process and product improvement to management.
* Conducting one-on-one sessions with the team members and sharing feedbacks on their performances and forecasting the way ahead.
* Conducting calibration sessions with the quality auditors to ensure NIL variance in the process flow.
* Sending weekly MIS to the management on Team’s performance for the respective week.
* Rolling out fortnight performance review of the team members.
* Conducting process and product refreshers to the team members.
* Conducting training on successful cross-sales through service.
* Responsible for team engagement activities.
* Cross-selling the products to the customers in accordance with their financial needs.
* Upgrading the existing customers to the higher variant.
* Achieving the set target of revenue generation through cross-sales.
* Generating PL/upgrade leads through outbound channel.

**November 2012 to May 2013**–**As anAssistant Manager (Credit Cards)**

**HDFC BANK LTD**

**Responsibilities at HDFC:**

* Responsible for handling all escalations queries/complaints from MD/Senior Management / Regulatory bodies and responds directly to customers.
* Liaise with the various functional units in credit cards and ensure complete resolution within TAT.
* Monitors the quantitative and qualitative result that is to be achieved and offers solutions and suggestions for process and product improvement to management.

**January 2011toSeptember 2012 - As a Process Associate (Market Research)**

**TATA Consultancy Services (TCS)**

**Responsibilities at TCS:**

* Back-office operational processes, processing data on behalf of The Nielsen Company.
* Obtaining and delivering accurate data of predominantly sold products of US super markets within the stipulated time frame.
* Member of internal SMEs group, working towards deploying action items for increasing accuracy and productivity of all the associates in the team.
* Accomplish root cause analysis (RCA) of team members’ errors and coordinate with onshore Domain experts to eradicate calibration issues.

**June 2008 to January 2011- As a Customer Service Executive (Head Service)**

**Trayee Business Solutions (TBS) PVT LTD**

**Responsibilities at TBS:**

* Back-office operational processes, handling the queries of Barclays Bank’s customers through e-mail with the help of CTL Prime and Flex cube.
* Works under the estimated time period to resolve the issues pertains to Customers’ credit card, Loans and retail Bank accounts.
* Mainly focused on handling escalation cases (addressed to RBI/Banking Ombudsman).
* Member of process automation team (PAT), working towards creating new applications with the help of SQL for all the processes and sub-processes.

**ACADEMIA**

**Bachelor of Computer Application (B.C.A)**

**ACHIEVEMENTS**

* Received Star performer award for the FY 2013-14 and 2014-15
* Received Service envoy award for the FY 2014-15 (Q2)
* Recruited as an off role employee at IndusInd in November 2013 and elevated to on-role within 5 months basis consistence performance.
* Joined as an associated manager at IndusInd and within a year elevated to deputy manager basis continual performance.

**PERSONAL DETAILS**

* DOB : 06 Jul 1988
* Marital Status : Single
* Nationality : Indian
* Marital Status : Single
* Language Known : Malayalam, Tamil, and English
* Hobbies : Playing Ball-Badminton and Cricket