**Date of Birth: October 21, 1979**

**Education: Bachelor of Science, Major in Chemistry & Biotechnology Status: Married**

**Nationality: Indian**

**Profile:** Dynamic and driven with over 13 years of experience in International and Local Business Process Outsourcing (BPO) and in Facilities Management Helpdesk. Recognized for work efficiency, innovativeness, constantly achieves customer service satisfaction rankings, turnaround underperforming operations and institute initiatives that successfully propel operational and profitable growth. Record reflects strong work ethic and ability to master complex management initiatives with proficiency. Exercise independent judgment, decision making ability and a high level of confidentiality.

**Career Objective:** To work in an organization that will give me new challenges, where I will have the opportunity to make a positive contribution to business growth and to achieve a personal development and career advancement, where it would strongly help in motivating my capabilities to fully prove my worth and valuable skills in Customer Service and Facilities Management industries.

# Professional Experience

**Emrill Services LLC (Tri-partite partnership between Emaar, Al Futtaim and Carillion UK Plc)** is an award winning Integrated Facilities Management provider in the United Arab Emirates (UAE). With over 6,000 directly employed staff, Emrill holds an exceptionally high level of client retention and steady growth since its formation in 2002. The company provides a full range of hard assets and soft facilities ŵaŶageŵeŶt seƌǀices ǁithiŶ ‘egioŶ͛s sigŶatuƌe developments and Communities. Emrill is committed to providing quality service to its Clients and their end users.

# Customer Service Centre Manager

**6th February 2011- 8th December 2015 United Arab Emirates (UAE)**

* Managing a team of 25 agents who handle Facilities Management & Home Maintenance (MPLUS) calls for Emrill which is the leading integrated Facilities Management company in UAE
* Metrics Management & defining Service Level Agreements (SLA) and Key Point Indicators (KPI) as per specific

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* Successfully managing more than 10 different contracts in Customer Service Centre and extending call center support to Emrill Utilities Operations
* Second level of escalation in the event of any dissatisfied customer
* Working on cost benefit analysis and enhancing Profit and Loss account by managing the Customer Service Centre budget
* Implement and coordinate the introduction of standard procedures, protocols and systems of work to existing & new contracts
* Developing process flows for new contracts to ensure smooth transition of the calls
* Forecast call volumes & accordingly manage roster & scheduling of the staff for the Customer Service staff
* Monitoring random calls to improve call quality, minimize errors and track operative performance through CISCO phone systems
* Motivating the team to upsell and upgrade MPLUS- Home Maintenance packages to the customers
* Regularly meeting with Sales Manager to devise sales strategy in order to enhance MPLUS business growth
* Visiting key customers with Sales Manager – illustrating MPLUS packages benefits, systems used to log request & creating ͚PlatiŶuŵ͛ accouŶts foƌ theŵ
* Preparing & validating monthly sales incentive for agents, Sales Manager & site operatives
* Maintaining & circulating various process reports with the Senior Management on daily, weekly & monthly basis
* Attending weekly & monthly meetings with operations; discussing any operational issues & proposing solutions
* Presenting Customer Service Centre statistics in the monthly Contract Review Meeting (CRM)
* People management & formulate, implement, track career growth & individual plans of each member in the team
* Regular personal development review with Sales Manager, Supervisor, Team Leaders & Team Members
* Conducting TNA (Training Need Analysis) for the team & arranging for the relevant training session
* Conduct bi-annual Customer Satisfaction Survey & reporting the result to the senior management team
* Regular monitoring of MPLUS User Voice & Portal Feedback – wherein customers can voice any complaint –

Ensuring that each complaint is met with satisfied resolution

* Conducting monthly Team Talks & keeping the team abreast with all the new developments that the company is making
* Attending internal & external ISO audits and ensuring successful clearance. Successfully completed PCI compliance for the process
* Driving process training among site coordinators on CE & Portals; thereby assessing that they are able to carry out the transactions seamlessly
* Regularly monitoring Portal & Concept Evolution (CE) for any unchecked job requests
* Successfully completed Futures Network leadership program to enhance personal capabilities & thereby bringing in company growth
* Currently member of CMI (Chartered Management Institute UK)
* Currently working on implementing ISO 10002 for MPLUS- Home Maintenance Division of Emrill

**WNS (Holdings) Limited (NYSE: WNS)** is a global **Business Process Management** (BPM) leader. We offer business value to 200+ clients around the world by combining operational excellence with deep domain expertise in key industry verticals, including banking and financial services, healthcare, insurance, manufacturing, media and entertainment, consulting and professional services, retail and consumer packaged goods, telecom, shipping and logistics, travel and leisure, and utilities.

WNS delivers an entire spectrum of BPM services in customer interaction services, finance and accounting, human resource, research and analytics, technology solutions and industry-specific processes. More than 30,000 employees serve across 40 delivery centers located in China, Costa Rica, India, the Philippines, Poland, Romania, South Africa, Sri Lanka, UK and US.

# Assistant Team Manager (Operations) 16th June 2008- 3rd November 2010 India

* Managing 2 financial processes - New Accounts Annuity & Privileged Asset, a total of 40 associates & 3 team leaders in Mumbai location for Ameriprise process
* Privileged Asset team is a voice team with 1 team leader. The team handles variable Annuity products & processes
* Primarily handling new accounts creation of Annuity and Insurance product which is back office process
* Consistently meeting process SLAs and KRAs
* Taking care of productivity & quality targets and preparing staffing plan
* Preparing monthly normalized incentives for all the processes in Ameriprise
* Regular client interaction and also prepared client floor walk module for new clients
* Preparing various weekly & monthly process reports
* Maintaining the process compliance & been conformance with internal & external audits
* Taking operational round interviews for new recruits and also been certified for IJP interview panel
* Successfully completed GB project; awaiting certification
* Taking initiatives for process improvement like transformation & re-engineering
* Assisting HR in conducting various employee related activities like R&R, birthday celebrations and other fun activities
* ABA (American Bankers Association) certified

**InfoSys** (BPO) is a global leader in consulting, technology, and outsourcing and next-generation services. We enable clients in more than 50 countries to outperform the competition and stay ahead of the innovation curve. With US$9.21 bn in LTM Q3 FY16 revenues and 193,000+ employees, we are helping enterprises renew themselves while also creating new avenues to generate value. We provide enterprises with strategic insights on what lies ahead. We help enterprises transform and thrive in a changing world through strategic consulting, operational leadership, and the co-creation of breakthrough solutions, including those in mobility, sustainability, big data, and cloud computing.

# Team Leader (Operations) 10th April 2006- 9th June 2008 India

* Handling a Team of 25 advisors & 1 SME for back office operations
* Assisting in broadband related faults for British Telecom customers
* Focusing on improving team quality scores by continuous coaching, mentoring and giving constructive feedback
* Achieving process productivity and service level targets
* Preparing day to day reports at process level
* Assisting the Manager in roistering
* Been a part of ESCM certification for the process
* Identify the training requirements of each team member and providing the same
* Assisted HR by conducting interviews for operations round for new joiners
* Interaction with the Client about any process updates or introduction of new responsibilities on the operational floor
* Participate in the Quality conference call with the Client every week to discuss about updates, different methodology and calibrations of cases
* Also handling process improvement projects like process transformation and process Re-engineering

**E2ESerwizsol (TATA Indicom)** is an Indian [broadband](https://en.wikipedia.org/wiki/Broadband_Internet_access) and [telecommunications](https://en.wikipedia.org/wiki/Telecommunication) service provider based in Mumbai, Maharashtra, India. It is a subsidiary of the [Tata Group,](https://en.wikipedia.org/wiki/Tata_Group) an Indian conglomerate. It operates under the brand name [Tata DoCoMo](https://en.wikipedia.org/wiki/Tata_DoCoMo) in various telecom circles of India.

# Team Leader (Operations)

**16th November 2004- 4th April 2006 India**

* Handling a Team of 15 to 20 CSR in Inbound Call Center
* Handling the technical complaints of cellular and Wire line customers as well as General Billing Queries
* Improving overall quality of service and increasing customer delight levels
* Achieving process productivity and service level targets
* Preparing Process Reviews on timely basis & making regular presentations
* Analyzing calls to identify the root cause of complaints
* Monitoring and maintaining quality of interaction to the management with customers
* Monitoring performance of staff to make sure that requirement of clients are met to high standards
* Ensuring complete satisfaction of the customers and clients
* Handling escalated calls
* Assisting the Manager in preparing roster
* Motivating each team member, guiding, monitoring their performance and implementing corrective actions as required
* Identify the training requirement of each team member and providing the same
* Represented Technical Desk for ISO 9000-2001
* Was a single point of contact for the Clients regarding the process; always was a part of VOC wherein feedback was given and taken from the Client

**J P Morgan** is a global leader in financial services, offering solutions to the world's most important corporations, governments and institutions in more than 100 countries. The Firm and its Foundation give approximately US$200 million annually to nonprofit organizations around the world. We also lead volunteer service activities for employees in local communities by utilizing our many resources, including those that stem from access to capital, economies of scale, global reach and expertise.

# Customer Care Executive

**27th June 2003- 30th October 2004 India**

* Working as customer care executive wherein providing first contact resolution to Chase credit card holders thus providing quality customer service to them & always working as per Chase values where right relationship is everything
* Assisted transition by floor walking during the On Job Training phase for newly joined, took refresher training

& answered queries during team sessions and briefings

* Consistently maintained required Average Handling Time (AHT) and high quality scores
* Did presentation on various topics like general referral, balance transfer, disputes, etc.
* Handled team huddles involving all members in collaborating presentations on different topics, give meetings & quality updates

**Efunds International India Private Limited** provides integrated information, payment, and technology solutions to financial services companies. The company offers professional services, including IT consulting, software development and support, and electronic payment and business process management; electronic funds transfer processing and settlement services; and decision support and risk management tools. It also provides e-commerce solutions, which include Architect, a systems integration solution that integrates various IT systems, add value to messages, co-ordinate information flow, manage transactions, control the session, and provide reliable data storage.

# Team Member (Inbound Team)

**26th December 2000- 22nd June 2003 India**

* + Worked as team member, handling inbound calls for various consumer products by processing electronic transfer of funds, providing customer service & answering customer queries
  + Maintained consistent high quality level & average length of call
  + Rated in top 20% performers in 2001
  + Received Employee Excellence certificate for assisting new joiners
  + Presented on how to lower average length of call in the team that has benefited the team
  + Received Momentum for Excellent Work done on completion of 2 years

# Organizations and Trainings Attended

**Chartered Management Institute (CMI, UK)**

Member since 2013

United Arab Emirates (UAE)

**Futures Leadership Program** Emrill Services LLC/Carillion UK Plc March- December 2013

United Arab Emirates (UAE)

# Six Sigma- Green Belt Training and Project Submission

WNS Global Services 2009

India

# Certification- American Bankers Association (ABA)

WNS Global Services 2008

India

# Middle Management Leadership Program (MMLP)

Infosys BPO 2006

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