**PROFILE**

**First Name of Application CV No 1650330**

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**CAREER OBJECTIVE**

To work with a company that would provide a good working environment for my career and help me in exploring my skills and establish in the professional world.

A highly organized and consistent individual who can quickly comprehend complex managerial scenarios. Now seeking to harness over seven years of practical managerial, retail and customer service experience in a suitable leadership role.

**Highlights:**

|  |  |
| --- | --- |
| Time management | Employee scheduling |
|  | Internal calibrations with Operations and ensured consistent |
| Excellent multi-tasking skills | scoring |
| Analyze compliance to service | Ability to Analyze and track historical of call volume and |
| standards | seasonal trend |
| Instant feedback on |  |
| performance concerns | Self-motivated and able to work independently |

**Accomplishments:**

* Performed process improvement projects on all the eight account I worked and saved £26.021 per month.
* Cross trained 35 agents on five different accounts.
* Awarded "Period Topper" twice.
* Worked with all the eight account in the team.
* Submitted Innovative ideas related to cost saving and process improvement to the team.

**Work Experience:**

**Royal Thump Garage ­ Jan 2014 till date.**

Started working as a trainee, excelled the talent and then slowly moved as an independent mechanic

**Freelancer:**

**Fit Kids:**

**May 2014 until Dec 2014**

**Provides an exceptional after-school sports program that keeps kids happy and healthy**

**Role: Extracurricular Activities Coordinator**

Planning and monitoring student activities and programs visit variety of social and economic background schools to organize events.

**Job duties include:**

Budget planning, Accounting

Creating student guidelines

Scheduling events

Attending student meetings and social events

Marketing

Student recruitment, Program development and evaluation

Coordinating use of facilities and equipment

Ensuring standards

Supervising student workers

**HSBC: Hongkong Shangai Banking Corporation**

**April 2014 until Sep 2014**

**Role: Customer Service Executive**

* Includes guiding, suggesting and explaining the financial investment plans to the clients.
* Conducting market surveys and help clients benefit from their investment policies as per the changes observed in market policies.
* Perform tasks related with operational activities of the bank.
* Helping customers in fulfilling all the formalities related with investment policies.
* Marinating all the documentation related with the investment policies of all his /her clients.
* Developing business for bank by maintaining good terms with customers and selling the products & services offered by bank.
* Helping customers with opening new accounts and fulfilling all the formalities and documentation for the account opening & closing operations in the bank.

**Tesco Hindustan Service Centre**

**Aug 2009 until Sep 2013**

Tesco is the first major international retailer to have a fully-owned support center in India.

**Role: Officer Distribution Support Aug 2009 Nov 2010**

**Distribution Support:** is a second level team that deals with any stock queries at storemy job role involves investigating any missing, damaged stocks by checking the store book stocks with the help of Citrix application tool.

**Role: Senior Officer NGN, Isotrak and Store Returns Nov 2010 Sep 2013 Store Returns**: is a process of uplifting any stock that the store has overstocked, stockordered due to system error, stock delivered to store at incorrect temperature, re-fit or refresh stores and stock from the depot to supplier.

My job role involves creating Z note for such stores or depot with the stock details, provided there is also an approval from the Distribution Director. Once the Z note is created and filled in with complete details we forward it to the Depot for uplift.

**NGN (Next Generation Network) Admin**: deals with providing Telecommunicationservices in stores, depots and head offices in UK.

My job role involves ordering list of phone, sim cards, replace any lost or stolen devices, amending the call barring facilities and also prepare billing reports every month that helps us track any fraudulent usage of extensions in all stores, depots and head office.

**Isotrak Admin**: Isotrak is a vehicle tracking and transport management system. Thisservice is provided by one of the UK s vendor called Isotrak. In order to track these vehicles on Isotrak there are certain tasks performed.

My job role involves performing tasks like adding new stores, suppliers and depots on Isotrak. Adding drivers, users, vehicles like tractors, trailers, rigid, adding restricted places, amending ring fence, editing delivery restrictions for stores and transferring vehicles.

**Role: Quality Analyst**

**Nov 2010 - Sep 2013 [TESCO]**

* Analyze compliance to service standards.
* Internal calibrations with Operations and ensured consistent scoring.
* Instant feedback given to each individual based on performance concerns.
* Analyze and track historical of call volume and seasonal trend and trained associates.
* Create Weekly reports based on team performance include quality score, compliance and training.
* Performed process improvement projects.

**MICROLAND PVT LTD**

**Role: Technical Support Representative Oct 2008 to Aug 2009**

**Process: Belkin US** My job role involves assisting customers from across US, UK,Australia, New Zealand and Arab to install routers, USB adaptors, creating and securing wireless network.

**EDUCATIONAL QUALIFICATION:**

|  |  |  |
| --- | --- | --- |
| **Year** | **Name** | **Percentage obtained** |
| 2011-2013 | Manav Bharti University(BCOM) | **Agg: 68.3%** |
|  | 2011 | 63.40% |
|  | 2012 | 68.80% |
|  | 2013 | 72.60% |
| 2002-2004 | United Mission P.U college(commerce) | 37.16% |
| 2000-2001 | Lawrence High School | 44.00% |

**ADDITIONAL COURSES:**

Basics in Computer Tally 6.2 versions and Windows 98.

**SKILLS:**

* Good and effective communication skills.
* Willing to learn.
* Quick adaptability to a new environment.
* Committed to work for the well-being of the organization.
* Active team player.

**PERSONAL DETAILS:**

Date of Birth : December 28, 1984

Gender : Male

Nationality : Indian

Languages Known : English, Hindi, Kannada and Tamil.