SANDEEP

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OBJECTIVE:  
  
To work in a challenging environment where my strengths help me to achieve substantial growth in performance and recognition and also implement my creative ideas for the growth of organization and as well as individual development.  
  
STRENGHTS:**  
 Positive attitude,  
 Ability to work under pressure,  
 To respond fairly & spontaneously with confidence,  
 Punctual, well-disciplined & highly committed to work.  
 **EDUCATIONAL QUALIFICATIONS:**

B.com : Samatha Degree College(Affiliated to Osmania University).  
 Intermediate : Pragathi Junior College  
 S.S.C : RM High School  
 **WORK EXPERIENCE:**

1. **Angel Technologies (Feb 2015 to March 2016)**

* **Team Leader**

**Responsibilities in Angel Technologies:**

* Maintain day wise cat5 consumption in excel.
* Send the MIS report on weekly basis.
* Allocating the data to the relevant area technicians.
* Prepare salaries as per the technician efficiency and based on performance.
* Reconcile and send accurate data to management for the billing approval.
* Create an environment oriented to trust, open communication, creative thinking, and cohesive team effort.
* Provide the team with a vision of the project objectives.
* Motivate and inspire team members.
* Lead by setting a good example (role model) - behavior consistent with words.
* Coach and help develop team members; help resolve dysfunctional behavior.
* Facilitate problem solving and collaboration.
* Ensure discussions and decisions lead toward closure.
* Maintain healthy group dynamics.
* Intervene when necessary to aid the group in resolving issues.
* Assure that the team members have the necessary education and training to effectively participate on the team.
* Encourage creativity, risk-taking, and constant improvement.
* Recognize and celebrate team and team member accomplishments and exceptional performance.

1. **Dr. Car’s. (May 2013 to Jan2015).**

* **Back office Incharge – Insurance Policies**

**Responsibilities in Dr. Cars:**

* Scrutinize the documents received by the insurers on daily basis.
* Upload the verified documents for backend process.
* Complete the audit of policies raised by the backend team.
* Create a final policy in NIC portal.
* Handling the sales calls through a dedicated sales force.
* Handling escalation to deliver customer satisfaction.
* Coordinate well with the field executives for timely collection of documents.
* Ensure timely collection of payments.
* Coordinate well with the internal teams.
* Sending daily reports to the management.

3. **ACT Fiber net Pvt. Ltd. (Formerly known as BEAM TELECOM) - (May 2011 – December2012)**

* + **Retention Coordinator**

**Responsibilities in Beam Telecom:**

* + - Consistently monitor and reduce churn.
    - Roll out attractive offers to win back customers.
    - Drive TAT in related verticals.
    - Send daily report to the management.
    - Provide structured feedback on areas of improvement on the network and chronic issues.
    - Monitor and orient other verticals with retention efficiencies.
    - Review and improve process - Bridge process gaps/Identify areas of improvement.
    - Send MIS report to management.
    - Maintain quality of customer interaction and identify training needs.
    - Driving and orient regarding the day wise allotted targets.
    - Solving the queries of the customers.
    - 100% adherence to all dunning activities.

**4. SERCO BPO (July 2008-Sep 2010)**

* Worked as a customer service executive (Inbound process) .

**ACHEIVEMENTS:**

Consecutively maintained organization churn below 3% for the 3 quarters.

Appreciation calls from customers

Best performer award.

**REWARDS & RECOGNIZATIONS:**

Nominated and Awarded as STAR OF THE MONTH for 2 times.

**COMPUTER SKILLS**

Operating Systems: MS Dos, Ms Windows 95, 98, XP, MS Office.  
 Packages: Accounting Packages – Tally ERP9, Focus.  
 Software’s used at BEAM: MQ (magna quest), Ameyo.

**TECHNICAL SKILLS** Passed lower grade type writing

**PERSONAL DETAILS**

Date of Birth : 1st September, 1989

Marital Status : Single

Languages known : Telugu, Hindi and English.

Hobbies : Playing Badminton.