**CURRICULAM VITAE**

**First Name of Application CV No 1661952**

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| **Team Executive-Service** |

Invent and implement solutions using my operational experience in optimizing efficiency and effectiveness of the processes/organization resulting into the benefit of the organization and my growth.

Being a career oriented person I am looking out for an opportunity to prove my qualities to stabilize my career as well as attain growth both vertically and horizontally. I very well understand the fact that it is only possible if I contribute my part in the growth and development of the Organization I am working with.

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| **EXPERIENCE** |

 **Firstsource Solutions Limited (A leading B.P.O)**

 **Current Profile: Customer Service Executive (C.S.E)**

 **Experience: (10 Dec 2013 –Till date)**

**Job Profile**: I am part of the organization since Dec 2013. I joined as a Customer Service Executive and had handled the domain of Voice (Channel) and currently managing the role of Team Executive –Service . The alleged Team looks upon managing and appeasing irate customer of a renowned Insurance Company (ICICI Prudential)

**Role & Responsibility:**

**Prime Responsibilities as a Team Executive**

* Customer support for ICICI Prudential Life Insurance, the leading insurance provider in India. Different lines of business include customer queue, advisor queue, high end customers, back end data processing, Outbound, web chat and email customer support.
* Ensure applicable service level agreements (SLA’s) are met for the account in terms of Closures and Sigma.
* Analyze operational and service management metrics and reports and closely work with clients to improve the customer experience and ensure high level of value ads to the business and profitability for the organization.
* To complete handover/takeover formalities during changes (shift, roaster, team).
* Monitor Team performance on a daily basis and address issues around unscheduled leaves/absenteeism, discipline, break adherence.
* Encourage participation in team building activities; assign responsibilities to groom team in terms of quality.
* Keep the team motivated to consistently deliver as per targets (productivity/job knowledge/call quality)
* Client interactions: Escalations, improvement opportunities at process level
* Trained a resource as a backup to ensure smooth functioning of the process
* First point of contact for the clients for said domain
* Highlight the process gaps

**Achievements**

* Joined as Customer Service Associate in **First source**, based on my outstanding performance in terms of Quality I was laterally moved to RTA .
* I have been given tag of “Jack of All” from client end for epitome of excellence, consistency and multitasking by delivering the scores for a period of 8 months and proving myself in different functions and domains.
* Appreciated by the organization for coaching and developing the associates in terms of Quality.
* Appreciated by the clients and also by the Organization for providing outstanding service to the Customers.
* Was a member of Fun committee
* Active Participation in Rewards and Recognition ceremony.
* Appreciation received from clients for handling operations effectively.
* Efficient handling of client requirements/expectations.
* Got chance to handle and work with different department to find the root cause and done analysis depending upon the expertise I adapted.
* Handled Escalation Desk and got appreciation
* The verbatim from customer end was **“I appreciate your follow up to resolve the matter and hope all other representatives involved in my query will improve to provide real care/support to client which you only did. Others were just messengers and passing the parcel.”**

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| **PERSONAL DETAILS** |

**DOB**  : 06 Dec 1985

**Sex**  : Male

**Nationality**  : Indian

**Marital Status**  : Married

**Languages Known**  : English(US), English(uK)

**Hobbies**  : Travelling, listening music, playing volleyball,

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| **EDUCATIONAL BACKGROUND** |

* B.Com(Computers) From Jiwaji University Guna (M.P)
* INTERMEDIATE(10+2) From Madhya Pradesh Board Guna (M.P)
* HIGHSCHOOL(10th) From CBSE (DELHI PUBLIC SCHOOL)

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| **QUALITIES & STRENGTHS** |

* An enthusiastic team member having the ability to plan and coordinate team goals
* Strong interpersonal, analytical and oral communication skills
* Computer literate
* Possess management experience
* Dedication to detail and organization standards
* Ability to coordinate and direct multiple tasks simultaneously
* Ability to prioritize tasks
* Ability to work alone as well as in group settings
* Excellent Analytical Skills and Willpower
* Reliable and Trustworthy
* Always ready to shoulder responsibilities
* Infinite patience with Positive Attitude
* Flexible to work in any type of enviroment

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| **CERTIFICATIONS/PROGRAMS ATTENDED** |

* Retention Management
* Presentation & Management Skills
* highest revival done of rs. 5.3 crores in a month
* Quality Topper for a year.