**Mr.Mahendra**

**Team Leader ,Customer service**

**& Sales Coordinator Professional**

E-mail: [mahendra.322527@2freemail.com](mailto:mmkumardxb@gmail.com)

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| Dynamic professional committed to exceptional operational administrative support, customer service excellence. Well-trained and experienced in handling patient care, customer service, office administration duties & front office operations. Proven track record in dealing with multicultural clientele, setting up rapport with customers and delivering high standard service to achieve client satisfaction, loyalty and retention. Capable to handle multiple tasks simultaneously, organize work priorities, perform well under pressure, maintain strict confidentiality of company records and coordinate with third party. Dedicated and highly motivated team player with excellent analytical, problem solving, organization, coordination, communication and interpersonal skills. Aspiring to work in a progressive enterprise where knowledge and skills will be effectively utilized and further developed. | |
| **STRENGTHS** | |
| * Broad-based Work Profile | * Strong Competency in Office Administration |
| * Outstanding Operational Coordination. | * Can Multitask & Work Under Pressure |
| * Outstanding Client Relations-Customer Service | * Work Under Minimum Supervision |
| * Ready to Assist Customers at All Times | * Excellent Communication & Coordination |
| * Commitment to Service Excellence | * High Sense of Commitment & Responsibility |

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| **QUALIFICATIONS** |

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| **Integrated MBA in HR -**EIILM, India | **2014** |
| **Bachelor in Science –** Mumbai University, India  **Higher Secondary School** – SVIS College, Maharashtra Board  **Secondary School** – Vidyanidhi School, Maharashtra Board | **2008**  **2005**  **2003** |

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| **CAREER SNAPSHOT** |

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| **Team leader Call Center & Sales Coordinator, April 2015 – Present**  **Lifeline Healthcare Dubai**  (Joint Commission International Accredited Hospital)   * Mentor and coach staff to develop their productivity, accuracy and expertise on hospital wide registrations, patient scheduling for outpatient & other ancillary department visits determining appropriate visit type and urgency with additional focus on patient safety and customer service. * Work collaboratively with nursing and medical departments in coordinating schedules to ensure seamless and positive patient experience. * Monitoring patient flow to the hospital through various channels (Email, Online, SMS, chat etc). * Coordinate with business development & insurance team regarding patient referrals to the hospital through external clinics & reporting monthly data to sales director. * Accountable for investigating, resolving and responding to patient complaints. * Monitor team members' participation to ensure the training they providing is being put into use, and also to see if any additional training is needed   **Business Development Executive, April 2014 - March2015**  **MAC informatics systems Pvt Ltd, India.**   * Researching organizations and individuals online (especially on social media) to identify new leads and potential new markets. * Researching the needs of other companies and learning who makes decisions about purchasing. * Contacting potential clients via email or phone to establish rapport and set up meetings. * Planning and overseeing new marketing initiatives.   **Team Supervisor, Oct 2008 – March 2014**  **Vodafone Australia (Hutchison 3 Global Services(H3GS)**  **Tech Mahindra Business Services Pvt Ltd, India.**   * Supervised & managed a team of 10-15 call center agents. * Motivate and encourage agents through positive communication and feedback. * Monitor queue and track inbound calls. Keep agents*aware* of inbound calls, calls waiting, abandonment rate, etc. * Taking Escalation calls & be available when an agent appears to need assistance. * Meet at least once each week with team. At a minimum, review the following topics: * Review the past week’s events, including statistics, results and industry news. * Discuss a sales theme or point-of-interest topic for the agents. * Spend 30 minutes to one hour monitoring the agent. * Spend 20 to 30 minutes reviewing the agent’s performance with the agent. Use a formal monitoring checklist. |
| **Sales Executive, April 2006 – June 2008**  **Silver Knight Marketing Ltd, India**   * Prospecting for new customers through existing leads and cold calling and maximizing lead generation. * Timely execution of all sales activities – leads, campaigns, referrals & any self generated leads. * Tracking and reporting sales performance including pipeline, acquisition results and market conditions. * Set appointments, listen to customer needs and sell most appropriate product. |

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| **OTHER WORK EXPERIENCE** |

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| **Business Analyst Duties**   * Detailed analysis and investigation of credits applied by the Centre to gain insight and drive business planning. * Identifying process and system gaps and raise change requests. * Identifying avenues for revenue leakage and recovering the same. * Highlighting behavioral issues leading to revenue leakage. * Conducting training for new joiners in the team for better analytical skills. * Managing the team as a Team Controller. |

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| **PERSONAL DETAILS** |

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| Nationality | : | Indian |
| Date of Birth | : | 29th October 1986 |
| Marital Status | : | Single |
| Visa Status | : | Employment Visa |
| Languages | : | English, Hindi, Urdu & Marathi |