Eldhose

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Office Administrator / Customer Service



**Subject: Job Application**

Dear Sir / Madam.

I have an overall 11 yrs of expertise in the field of Customer Service & Office Administration.

I am confident that my combination of practical work experience has prepared me for taking up new challenges & career goals.

Having come from a leading firm in customer, client & office management field, I understand the level of professionalism and communication required for long-term success in the field.

My background and professional approach to business will provide your office with a highly productive output.

Enclosed is a copy of my resume, which more fully details my experience for the position.

Request you to please consider my application.

Do let me know if I need to contact your office to inquire about a potential meeting date and time. I look forward to meeting you soon.



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**Date of Birth:** 6thOctober, 1986

**Work Experience: 11 Years**

**Objective:** To contribute to the growth of the organization by providing high qualityperformance & to share my experience particularly in Customer Service & Office Administration.

**Profile:** I am an experienced professional with overall **11 years** of expertise in the areas ofcustomer, client, people & office management.

**Professional Expertise:**

* Office Administration
* Client Management
* Customer Management
* Stake Holder Management
* Team Management
* Conducting monthly performance reviews for employees
* Maintaining Process documents
* Reporting on Excel
* Power Point presentation

**Additional Skills:**

* Excellent command over written & spoken English
* Email & Common Mailbox management
* Handling Escalations &queries on email
* Process Training
* Interviewing first level agents (New Hire)

**Projects Conducted:**

* End to end transition & setup conducted for a new process from offshore
* Managed all issues from employees related to facilities (An initiative for employee satisfaction - Gallup Survey)

**Educational Qualification:**

➢ Commerce Stream

Year of Passing: Feb 2004

University: Pune



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**Organizational Experience**



➢ **Tech Mahindra Business Services Pvt. Ltd** (Mumbai–India)

Designation: **Business Administrator (SME)**

Tenure: **11 Years**

Client Name & Website: Three Mobile (UK & Ireland Based) - [three.ie](file:///C:\Users\784812338\Downloads\three.ie)

**1. Business Administrator (SME) *Oct12* *–* *Dec16***

Key Responsibilities

* Processing of applications received from sales team in Ireland
* Arranging & validation of Proofs & paperwork for compliance
* Verification of ID proofs (Passports, Driver’s license, EU ID card)
* Verification of Address proofs (Utility Invoices, Bank/Credit card statements, Operator Invoices)
* Handling queries & escalations from stake holders & managers
* Client Management & Business review during their annual visits
* Daily work load management to ensure agreed service levels are meet
* Managing breaks & leaves for the team to ensure adequate staffing is available
* Publishing of daily / monthly reports regarding volumes & team performance (excel based)
* To conduct daily team briefings to keep employees updated with the recent changes
* Conducting Monthly & Six Monthly review of the team’s performance
* Conducting basic excel skills training & refresher process trainings for bottom quartile.

**2. Consumer & Business Administrator (SME) *Oct10* *–* *Sep12***

Key Responsibilities

* Reviewing telecom accounts with suspicious activities
* Monitoring of accounts with high usage
* Contact customer related to high usage
* Daily work load management to ensure agreed service levels are meet
* Handling queries raised by stake holders & managers
* Publishing of daily / monthly reports regarding volumes & team performance (excel based)

**3. Junior Consumer Administrator *May09 to Sep10***

Key Responsibilities

* Processing of consumer applications received from sales team in Ireland
* Performing proof reading for documents sent by applicants. Documents verified are passport, driver’s license, bank statements & other utility bills
* Verifying Customer card (Debit/Credit) details used for online transactions by calling the bank
* Coordinating & following up with Sales team on emails for proofs & paperwork
* Highlighting High risk orders to stake holders to further investigate the same
* Carried out end to end training for new employees joining the team.
* Handling queries raised by stake holders & managers.



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**Organizational Experience**



**4. Senior Customer Service Advisor *(Lost & Stolen Division) Oct08 to Apr09***

Key Responsibilities

* Handling inbound calls for customers who have lost or damaged their devices
* Suspending accounts and blacklisting devices for lost or stolen accounts
* Cross selling handsets with an offer of extending current contract term, further allowing customers to continue the service
* Upselling phone insurance & explaining Terms & conditions when setting up Insurances
* Placing requests to track last used device after it was lost or stolen
* Advising customers about high unauthorized usage occurred on their accounts.

**5. Junior Analyst *(Improvements and Projects Team) May08 to Sep08***

Key Responsibilities

* Analyzing& implementing new ideas suggested by the floor staff
* Screening of valid & effective suggestions to further execute them
* Co-coordinating with the change department to further analyze the suggestion and gather required data in order to execute the idea
* Carrying out introduction program about the department for new joiners
* Attending Change-Operations meet to gather more knowledge about ongoing projects.
* Arrange meets with the change team in order to solve and better analyze valid suggestions.

**6. Senior Technical / Customer Support Advisor *(Customer Care) May07 to Apr08***

Key Responsibilities

• Handling Inbound calls for technical support for both handset and (MBB) Mobile Broad Band

• Providing end to end technical support for all products

• Troubleshooting issues raised by customers related to network & devices

• Booking handsets & modems for repair

• Handling queries related to faults after repair.

**7. Senior Customer Service Advisor *(Customer Care) May06 to Apr07***

Key Responsibilities

* Handling Inbound calls for Customer services & providing end to end customer support
* Handling bill related queries along with bill explanation
* Activating add-on services, changing tariffs, porting in numbers etc.
* Placing requests for bill recalculation due to incorrect charges, billing errors, missing credits & discounts.

**8. Customer Service Advisor *(Customer Care) May05 to Sep05***

Key Responsibilities

* Handling Inbound Customer service calls for prepaid customers
* Registration & setup of new prepaid accounts
* Handling voucher top up queries & activating the vouchers
* Explaining call charges to customers & assisting customers with technical support.

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