** CURRICULUM VITAE**

**Jerjes**

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10 years of experience in Customer Care

**OBJECTIVE:**

Quest to work and maximize my team leading experience in a dynamic & challenging environment, guiding by example and utilizing vast experience in directing a team towards its objective within the deadlines and thus achieving the corporate goals.

Customer Service Supervisor with over 10years’ experience in enhancing customer service across various industries, seeking to take next career step with a respected organization dedicated to delivering world class service and enhancing customer satisfaction. Accomplished in leveraging performance metrics to improve customer interactions and outcomes. Dedicated leader with the ability to lead teams to process and manage large account volumes without compromising service or quality.

**ATTRIBUTES:**

* Customer Service
* Flexibility and Adaptability
* Learning agility
* Interpersonal Communication
* Conflict Resolution and De-escalation
* Team Leadership
* Motivate and inspire team members
* Lead by setting a good example as a role model
* Coach and help develop team members
* Facilitate problem solving and collaboration
* Decision making skills
* Strive for team consensus and win-win agreements
* Create an environment oriented to trust, open communication, creative thinking, and
* cohesive team effort
* 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
* Focus the team on the tasks at hand or the internal and external customer requirements

**Professional Experience:**

* **Bank Of America (April 2008-Dec 2016)**

**Designation: Team Leader**

Worked in various processes with different work profiles and challenges. The following are the **n**umber of process initially to the end and key responsibilities in brief.

1. Home Retention Division: The process is related to collecting mortgage payments and helping the customer with various payment options. Soft collections and one of the highly revenue generated process of Bank of America.

***Role and responsibilities:***

* Inspired each and every team member to perform and produce their best.
* Determined the duties and responsibilities of individuals in a team.
* Analyzed the individual performance of each team member and motivated them to perform even better.
* Organized training workshops to improve the performance of the members who were lagging behind in terms of performance.
* Analyzed the assigned projects and distributed tasks to the members as per their area of expertise.
* Reported any problem or fault in the project to the project manager.
* Offered solutions to the top management regarding project-related queries.
* Coaching and giving feedback on Quality.
* Mentoring new joiners.
* De-escalating calls.

1. Loss Mitigation Review: There was a small team of 10 associates. My role was as a Team leader and Reviewer .There are certain policies and procedures before sending the loan account to the foreclosure department and we will review it and fill up the questionnaire and send it to the next level on calls.

***Role and responsibilities:***

* Set objectives and establish the goals that employees need to reach.
* Organize tasks, coordinate his/her allocation, and arrange the right roles for the right people.
* Motivate and communicate in order to mold staffers into cooperative teams and to convey information continually up, down, and around the organization.
* Establish targets and yardsticks that measure results and clarify outcomes to ensure that the firm is moving in the right direction.
* Develop people through finding, training and nurturing employees, a firm’s primary resource.

1. Loan Modification Process: Process comprises of 2 teams. I was taking care of 13 associate’s. Recalculating and reviewing the steps before sending the loan account for modification. Deals with numerous types of loans.

***Role and responsibilities:***

* Delegating tasks
* Monitoring the team’s performance
* Assisting the team by performing the tasks
* Helping with training and development staff
* Completing paperwork
* Handling complaints (from both staff and customers)
* Helping to hire new staff
* Reporting to senior management / personnel when required

1. Universal Landing Zone: There was a direct team of 20 to achieve service initiative objective and maximize customer satisfaction. Balancing and rectifying errors made by customer and teller cashier. Deals with numerous check images and checklist.

***Role and responsibilities:***

* De- escalating calls
* Oversee recruitment, hiring, and training of associates to further company goals and sustain high customer service benchmarks.
* Develop, implement, and update best practices to streamline operations, standardize processes, and enhance customer service.
* Strengthen relationships with key internal staff across 3 levels.

1. Adjustable Rate Mortgage: This process has various projects like HELOC, DC/CD. As per the Line of Business requirement we have to switch to the projects. Need to maintain utmost accuracy and speed. There was a team of 25 associates.

***Role and responsibilities:***

* Handle LOB calls and bring the projects for the success of the company.
* Provide the team with a vision of the project objectives.
* Supervises and coordinates activities of associates engaged in customer service activities.
* Plans, prepares, and devises work schedules, according to budgets and workloads.
* Observes and evaluates associates performance.
* Issues instructions and assigns duties to team members.
* Trains and instructs employees.
* Communicates with other departments and management to resolve problems and expedite work.
* Interprets and communicates work procedures and company policies to staff.
* Helps associates in resolving problems and completing work.
* **International Business Machine (Sept 2007 –April 2008)**

**Designation: Trainer**

Worked for a technical process called AT & T. Answering queries and resolving technical issues for the IBM employees (USA). It was the helpdesk so had to deal with minor and major technical difficulties and trouble shooting.

Helping the management in Dsat analysis.

***Role and responsibilities:***

* Provides multiple data collection forms to support various methods including individual interviews, focus groups, observations, questionnaires & surveys.
* Facilitates the assessment of performance gaps by providing instantaneous access to the desired standards & conditions for each Mission & Training Objective.
* Produce training evaluation strategy to outline the activities to be undertaken in the evaluation process in order to assess the total worth of a training activity.
* Identify measures that need to be carried out to ensure robust evaluation of needs analysis, training design processes & training delivery.
* Provide critical analysis of current training. Give clear indication of improvements to training.
* State the evaluation stages to be applied to each training activity.
* State the frequency with which each evaluation stage should be applied collects & interprets evidence systemically, in order to derive a judgment of value & provide recommendations to modify & improve training.
* **GENPACT (May 2005-September 2007)**

**Designation: Customer Care Representative**

Worked as a Customer Service Representative for the process Air Canada. Navigating customers to book a flight and reservation on the website and troubleshooting if there is any technical issues on the portal.

Promoted as a Supervisor in a span of 10 months to handle escalated calls.

Created a positive environment and was recognized for getting lot of appreciations on the calls.

***Role and responsibilities:***

* Website co coordinator
* Assisting customers to book the flights ONLINE
* Special assistance to elite customers
* Trouble shooting
* De- Escalating calls
* Provide support for development, design, testing, technical documentation and roll-out of new web-based customer services.

**Key Accomplishments:**

* Recognized with many awards like Bronze, Silver, Gold, Platinum and hi fi awards.
* Achieved 2 Citations from VP and AVP.
* Received many thank you cards from the process Mangers for my extended support.
* Mentored new joiners and extended support to recruit new joiners.
* Always maintained 100% accuracy, speed and attendance.
* Successfully completed 2 Business Process Replications.
* Recognized for strong work ethic, punctuality, honesty and integrity

**Education Qualification:**

* Master’s in Commerce Osmania University 2005 – 2007.
* Bachelor's degree of Commerce from Osmania University 2005 ( Merit )

**Hobbies:**

Listening to music, shopping and playing with Kids.

**Languages:**

Speak, read and write English, Urdu and Hindi.

**Personal Details:**

Name : Jerjes

Gender : Female

Marital Status : Married

Date of Birth : 18th Sept 1985

Visa status : Visit Visa

The particulars provided above are true to the best of my knowledge and belief.