**ABHIJEET**

**ABHIJEET.350530@2freemail.com**

***Seeking a position to utilize my skills and abilities in the organization that offers professional growth while
being resourceful, innovative and flexible***

**CORE COMPETENCIES:**

PEOPLE MANAGEMENT, PERFORMANCE MANAGEMENT AND EVALUATION (Key Process Indicators and Service Level Agreement), CLIENT RELATIONSHIP MANAGEMENT,PROCESS DEVELOPMENT andINSIGHTS, TRAINING and DEVELOPMENT, PROCESS IMPROVEMENT PROJECTS

**PROJECTS**

**Net Promoter Score:** Improvement of Net Promoter Score at a site level for British Gas in EXL. Creating the project charter. Score analysis. Gauging the strengths and root cause analysis of the opportunity areas.Training needs identification and chalking out the plan. Glide path targets and projecting the level of improvement and the end result.

**PROFESSIONAL EXPERIENCE**

|  |  |  |  |
| --- | --- | --- | --- |
| Organization | Process | Role | Date |
| From | To |
| ConcentrixDaksh (I) Pvt. Ltd | Reliance Jio 4G | Team Leader Sales | May '16 | Feb '17 |
| Exl Service (I) Pvt. Ltd | British Gas Utilities | Team Leader Sales | Aug '15 | May '16 |
| British Gas Utilities | Acting Team Leader Sales | Oct '13 | Aug '15 |
| British Gas Utilities | Training & Development | Jan '12 | Oct '13 |
| British Gas Utilities | Sales Supervisor | Sept '10 | Jan '12 |
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| Dell Financial Services | Subject Matter Expert (Upselling) | Mar '09 | Sept '10 |
|
| Dell Customer Service | Subject Matter Expert  | June '07 | Mar '09 |
| CCE, Operations | Dec '04 | June '07 |

**ORGANISATIONAL RESPONSIBILITIES**

**Responsibility as an Team Leader Sales–ConcentrixDaksh (I) Pvt. Ltd**

* Managing a team of 20 associates Outbound Sales who are responsible for meeting targets of new connections for JIO 4G service.
* Real Time Detractor feedback monitoring and formulate coaching plan for the advisor based on the TNI
* Managing performance of the respective team members as per KPIs & SLAs of the business
* Rigorous call audits to enhance advisors skills and capabilities in terms of product & services.

**Responsibility as an Team leader, (Sales)-EXL Service.com (I) Pvt. Ltd.**

* Managing a team of 18-20 associates Inbound and Outbound who were responsible for the collections of debt through suitable payment arrangements
* Managing the performance of the respective team members according to the KPIs and the SLAs of the business
* Responsible for coaching and development of the executives
* Following the Performance Development Plan below quartile executives and ensuring their improvement
* One on one with the advisors regarding performance and their wellbeing in the organization

**Sales Supervisor - EXL Service.com (I) Pvt. Ltd.**

* Monitoring calls of team associates and giving feedback in order to improve their call quality and process knowledge.
* Assuring team growth by providing timely data in co-ordination with MIS
* Worked on project which involves participation from all British Gas residential energy sites to conduct weekly conference calls and deliver their thoughts to improve quality metrics

**Responsibility as an TelesalesExecutive (Operations) - EXL Service.com (I) Pvt. Ltd.**

* Responsible for handling and selling the utilities of British Gas.
* Responsible for the collections of debt and securing the future gas and electricity consumption through suitable payment arrangements.

**ACADEMIA**

* K.D College Of Commerce (Vidyasagar University) Midnapore, West Bengal India Graduation (B.Com)
* Sacred Heart High School Kharagpur, West Bengal India ISC(Commerce)
* Sacred Heart School Kharagpur, West Bengal India ICSE

**DECLARATION**

I hereby declare that the above written particulars are true to the best of my knowledge and belief.

**DATE: PLACE:**