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**Daniel**

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CAREER OBJECTIVES:

To obtain a challenging leadership position where I can apply my creative problem solving and lean management skills with a growing company to achieve optimum utilization of its resources and maximum profits.

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KEY SKILLS AND COMPETENCIES

* Proven ability to manage teams.
* Strong decision making and problem solving skills.
* Able to motivate and lead others in a team environment.
* An ability to build rapport and trust quickly with work colleagues.
* Able to prioritize tasks and workloads in order of importance.
* Track record of delivering results within deadlines.

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EXPERIENCE:

* **Worked with Tata Consultancy Services as Process Associate (Nov 2014 – Jan 2017)**

Responsibilities:

1. Assisting customer’s queries with their Citi Bank Credit Card.

2. Up selling Ad on services like balance transfers, credit limit increase etc.

3. Helping customer raise disputes for unauthorized charges.

4. Educating customers on their billing details, also help them calculate interest if required.

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* **Worked with Sutherland Global Service (Feb 2010 - Jul 2014)**

**February 2010 till September 2011 – Senior Consultant (Dell)**

Responsibilities:

1. Handled inbound calls for Dell Desktops and Laptops at Consumer Level.

2. Maintaining Resolution Rate and Delivering First Call Resolution with customer satisfaction.

3. Up selling products available on Dell website.

**September 2011 to July 2014 - Senior Consultant (Barclays)**

Responsibilities:

1. Assisting Barclays account holders with queries regarding their account.

2. Assisting customer’s with funds transfer over the phone.

3. Helping customer’s make changes to their account over the phone.

4. Upselling various services like savings account, online banking registration & home mortgage.

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ACADEMIC QUALIFICATION:

* Secondary School Certificate, 2003   
  St Anthony’s High School, Mumbai.
* Higher Secondary Certificate, 2007  
  Lord’s College, Mumbai.
* Bachelors in Commerce, 2015  
  Vinayaka Mission University, Mumbai.

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COMPUTER QUALIFICATION:

* Well versed working in MS Office MS word. Installing and troubleshooting Windows Operating Systems - Windows XP, Windows Vista and Windows 7.
* Good Knowledge on Microsoft Excel 2007 (Pivot, Graphs, conditional formatting, basic formulas).

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ACHIEVEMENTS:

* **Completed Six Sigma YB certification successfully.**
* **Maintained 100% CSAT score consistently for 5 quarters in a row.**

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**Personal Details:**

**Languages Known** : English, Hindi and Marathi.

**Hobbies :** Playing Cricket, Football and Volleyball.

**Marital Status** : Single.

**Gender :** Male.

**Nationality :** Indian.

**Visa Expiry :** 25th April 2017

I hereby declare that the details furnished above are true and correct to the best of my knowledge and belief.