Harish

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***Offering a sterling skill set and analytical approach, to the best of my knowledge & ability, to help the organization achieve solutions, enhance my overall development as an individual.***

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| **CAREER ASPIRATION** |
| * My VISION - To be a Leader of a Constructive Team
* Determination, Dedication and Desire – are the three Guides for my Vision
* Hard Work & Integrity are my Means and Mission
* Innovation and Continuous Learning as Tools for Mutual Benefit
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| **PROFILE SNAPSHOT** * High-performing professional with proven presentation, negotiation and sales closing abilities in telecom domain perfected throughout **8 years'** experience in ***Customer Relationship Management, Hospitality and sales***.
* Currently working with **TATA CONSULTANCY SERVICES** as ***Case Manager*** and working for **TELSTRA**which is a service provider in Australia. Also worked with renowned telecom companies like **HUTCHINSON 3G Pvt Ltd, IBM** etc.
* Deliver consistent contributions to increased productivity, improved quality and strong revenue gains through expert customer relationship management skills. Significant record of achievements in delivering quality sales & high customer satisfaction.
* Strong leadership experience in building and effectively operating global teams across **India,UK and Australia**.
* Ability to work with multiple complex projects, innovative and creative problem solver. Has an aptitude for learning and can maximize resources while possessing a sense of urgency.
* Strong business and technical vision with effective people management skills to allow close work with Senior Management.
* Possesses very logical mind set & is very calm/patient, performs task easily even under high pressure environment.
* Track record of establishing and maintaining executive level relationships internally and within supplier organization, Intuitive leader with strong business acumen and proven ability to implement effective processes and appropriate solutions to achieve corporate objectives.
* Professional negotiator with out-of-the box thinking and people manager based on complex setup with internal resources and external consultants
* Exceptional communicator, excellent interpersonal and man management skills with the ability to handle multiple projects and motivate large cross functional teams.

**CORE COMPETENCIES**

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| * *Customer Relationship Management*
 | * *Strong negotiation skills*
 | * *Hospitality*
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| * *Strong Selling skills*
 | * *Analytical Skills*
 | * *Problem solving skills*
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| * *Good communication & Management skills*
 | * *Goal Oriented*
 | * *Leadership Skill*
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| * *Presentation & Demonstration Skill*
 | * *Decision making skills*
 | * *Strategic Planning*
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| **PROFESSIONAL EXPERIENCE****ALLSCRIPTS PVT LTD *Since March 2016***‎**Designation: *Support Consultant*****Job Responsibilities:** * Joined as a Support Consultant Level 2.Ideally level 1 will log a ticket with the issue that the client is facing while using Allscripts healthcare application and we at level 2 will try to troubleshoot the issue.
* Handling cases that are assigned during my Que are my clients and will take care of the issue in a given trim frame.

Cases are logged under 3 categories Critical/high & medium that has a turnaround time of 15min/2 hours & 24 hours respectively.* Talk with the client and understand which part of the application are they facing issue, accordingly I try to replicate the issue from my end and see if I get the same error as I have admin rights.
* Coordinating with various departments when it is out of scope work for me. eg Resource Team, Interface Team etc.
* I also assist the clients with the interface issue with raw messages sent out from their application to Allscripts application with patient information.
* Follow up on a regular basis with the client with any ongoing issue via telephone, email.

**TATA CONSULTANCY SERVICES*Since March 2014***‎**Designation:**Associate **(*Case Manager)*****Job Responsibilities:** * Joined as Case Manager for TELSTRA processing the Bundles as if customer requires new telephone line connection with new internet connection as well.
* Handling cases that are assigned in my bucket on the same day itself and was following the TAT period which was given. All the orders were processed and targets were achieved simultaneously and maintaining the portfolios of Telstra were the services has been given.
* Assisted and advised customers regarding usage and benefits of Telstra’s services.
* Coordinating with the technicians for the appointments for installation process.
* Communicated with customers to receive their valuable feedbacks and suggestions for improvement in companies’ services.
* Provided customers with on-the-spot solutions and, when necessary, refunds when dis-satisfied with firm’s services.
* Documented and maintained reports related to discussions and feedback provided by customer and presented reports to appropriate department to enable further improvement in services.
* Exceed targeted results in customer retention, client expectations, sales and support service as well as other customer service goals.
* Designed quality control program and implement standards to coach employees toward high performance and success.
* Solved all major customer problems/queries that subordinates were not able to solve earlier.

**HUTCHISON3 GLOBAL PVT LTD*July 2009 to Oct 2011*****Designation:*Customer Relation Advisor*****Job Responsibilities:** |
| * Company is a captive center for telecom service provider to customers from various destinations, including Australia, United Kingdom & Ireland. I dealt with customers from United Kingdom offering them handset upgrade as well as mobile call plans and internet plans.
* ***Servicing -*** Efficiently handled customer enquiry for various mobile handset upgrade through effective communication, probing &recommendation.

Helped build a pool of loyal customers through effective relationship management.* ***Upselling -*** Negotiate with customer the best content cover to assist them with saving on mobile bills based on their usage pattern. Through persuasive skills, convince them for upsells by offering saving on add-on mobile handset & plans. Generating leads from existing satisfied customer, thereby bringing in more revenue to the organization.
* ***Retention* -** Identify and acknowledge customer's complaints at the right time & forward them to the retention team for additional savings and benefits, thereby helping the organization build capital, without incurring further loss.

**IBM *July 2007 to July 2009*** **Designation:*Senior Associate*** **Job Responsibilities:*** Worked as a Senior Customer Service Associate and handling UK customers of Virgin Media (UK's one of the largest Internet Service Provider (ISP)
* Responsible for specific activities in related to Supplier relationships, quality of service, customer satisfaction, product information, interaction with Communication Providers, complaints handling.
* Sending daily EOD report in the absence of the team leader.
* Maintaining daily status report & ISE tracker.
* Team/Work Management, Task Allocation.
* Ensuring quality of deliveries by adhering to various quality processes.
* Grooming & helping new members to come up their learning curves.
* Schedules work in advance to meet Global Services and customer due dates.
* Responsible for order processing and communicating details with customers.
* Ensure that all orders are closed after installation. Provide process improvement input wherever possible.
* Identifies key issues and patterns from partial/conflicting data, taking a broad perspective to problems and spotting new less obvious solutions.
* A part of escalation team to take care of the customers problems or queries that is unresolved

**Oceans Connect Pvt. Ltd.*Aug 2005 to June 2007*****Designation:*Associate*****Job Responsibilities:*** Primarily responsible for client grievances through emails, and calls.
* Worked for an order line process where Processed orders for the customers and also guided them to choose the right product from the catalogue.
* Proven history of being able to balance competing priorities and tight deadline.
* Educating the clients regarding company various products and schemes.
* Co -coordinating with all major departments for investigating financial issues of client.
* Being a multitasked handled various verticals of the customer support department.
* As a floor supporter, trained new joiners.
* Proven history of being able to balance competing priorities and tight deadline.
* Adaptable and self-motivated in a fast moving environment.
* Worked for a pilot batch as well for a survey company.
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| **IT SKILLS**Well versed with **Operating system** - WINDOWS**MS Office Package** – (Word, PowerPoint, Excel and Outlook) |
| **EDUCATIONAL QUALIFICATION** |
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| **COURSE** | **INSTITUTE / SCHOOL** | **YEAR OF PASSING** |
| PGDM in HospitalitySwitzerland | BHMS, Business & Hotel Management School, Luzern, Switzerland with Robert Gordon University | 2012 |
| B.Com | Dr. D Y Patil College of Arts, Commerce and Science.Pune University, Maharashtra, India | Oct 2010 |

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| **| Date of Birth: 6th Sep 1985**|**Language Proficiency:** English, Hindi, Marathi, Malayalam, German (basic) || **Marital Status : Single**| **Nationality:**Indian | **References:** Available on Request | |
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