[**361678@gulfjobseekers.com**](mailto:361678@gulfjobseekers.com)



**Career Summary**

A BPO “call Centre” professional. Working in a 24\*7 environment, graveyard shifts, overtimes, to straight 4 weeks of continuous duty based on the requirement, am substantially exposed and comfortable with BPO and/ or customer service environment / functionality.

My work so far involves serving **Telecom and Airline industries.**

**Objective**

Looking for –

* A role in a Business Process Out-Sourcing as a Team Leader
* A role in customer service

**Open to work anywhere in UAE.**

***JOB 4*** –12 Sep 2016 ¬–28 Dec 2016

***Organization***- Tele performance Private Ltd. (India)

***Role*** –Customer Care Executive Level 3.

***Responsibility:*** Worked in a tele sales consulting profile. My work was to pitch and designpackages for **AT&T customers in USA**. As my job was to sell AT&T internet connections, U VERSE TV cable connection and home phone services. Principal work involved in designing packages for the existing and new customers. According to that we used to pitch the best available plan.

I underwent an initial training for 6 weeks, and spent 2 weeks on floor. After this the internal plans of the organization changed, I had to leave.

***JOB 3*** –17 December 2015 to 8 July 2016

***Organisation*** - Aegis Private Ltd. (India)

***Role*** - Senior Customer Care Executive for their client Airtel Telecommunications (India’sLargest Private Telecom Operator)

***Responsibility –*** Primary responsibility includes reading and analyzing Mobile bills, offeringvalue plans mostly by shuffling freebies on the account, all with an objective of creating value both for Airtel and the customer. This process helped us review and sign off requirements, process flows, gaps, and design relevant and more precise documentation.

Our primary lead was the customer’s first bill.

***JOB 2*** –March 2012 to May 2015

***Organisation*** –Interglobe Technologies Pvt. Ltd. (India)

***Role*** - Customer Care Executive

***Responsibility:*** Worked as Customer Care Executive for United Airlines Process. My workinvolved working on Cancelled and Delayed Flights. Here in the key deliverable was to provide the travel a direct or connecting flight within 24 hours to 48 hours.

***JOB 1*** –Aug 2009 to March 2012

***Organisation*** : IBM Daksh India Pvt Ltd

***Role***: Customer Care Executive, my job involved taking calls and resolving issues around non-receipt of orders.

***Responsibilities:***

* Attending escalation calls apart from Inbound and Outbound Calls.
* Conveying the client requirements to the team with regards to the process
* Training and being a support structure to the new employees in the voice process
* Supporting customers by calling and online chats by giving them proper resolution of their product in use.
* Responsible for lead generation.

***Professional Skills***

* The process of an Inbound and Outbound telephony in a BPO environment
* Knowledge of voice modulation
* Using of Neutral Accent over the call
* Flexible in all phases of the BPO 24\*7 environment.
* Ensure productivity targets are met daily
* Taking escalation calls related to process and speaking with customer to resolve their concerns.
* Having knowledge about Sabre a GDS in travel line

***Academic Details***

***Education Qualification*** – Bachelor’s Degree in Humanities from IGNOU University. India.

(Passed in 2009)

* Travel and Tourism 5 months Diploma Course from Bhartiya Vidya Bhawan, Kasturba Gandhi Marg, New Delhi, India
* Pursued a Personality Development Course from Tuff Trak International held by Mr. Asit Ghosh in New Delhi. India

***Extra circular activities***

* Playing Football and Badminton
* Participated in Hutch Half Marathon and Vodafone Half Marathon
* Participated in Adventure Sports, in Manesar,India (Desi Warrior)

References can be provided on request.