**Sharon**

Email: Sharon.369547@2freemail.com

I possess strong Customer Service Skill, good Leadership and Organizational Skills. I am a fast learner and can work in immense pressure with the ability to multi-task to meet deadlines. My strength’s are Honesty, Hard-work and Dedication. I like to keep friendly and enthusiastic approach towards all and I am well versed with Computers.

**BPO INDUSTRY – JOB EXPERIENCE**

**Team Leader:** Intelenetglobal Services Pvt. Ltd. (06/04/2015 until 01/04/2017)

* Handled a team of 15 to 20 people.
* Worked for Barclays Bank UK in Retail Telephony department.
* Responsible for functional improvements in the department.
* Reporting on weekly & monthly basis.
* Effectively took new projects for the team for good improvements.
* I was a part of the Complaints Handling Team for the Process.

**Team Leader:** Convergys Pvt. Ltd. (23/08/2013 until 15/01/2015)

* Improved the sites NPS scores and statistics for the team.
* Worked for OPTUS AUS for OnNet Cable Services.
* Responsible for Team Knowledge related to Process & Change.

**Team Leader:** 3Global services Pvt. Ltd. now known as Tech Mahindra (13/04/2009 until 31/10/2012)

* Active involvement in team building.
* Worked for 3G Mobile and then piloted the process for Vodafone Billing AUS.

**Team Leader**: Bank of America Continuum earlier known as CFCI. (Feb 2005 till April 2009).

* Taken escalations and complaints over the phone.
* Worked for BOA as collection agent, promoted a Team Coach and then Team Leader.
* Handled On Job Training batches and also conducted interviews.

**OTHER CUSTOMER SERVICE EXPERIENCES:**

**Customer Services Executive** : SITEL India Pvt. Ltd. (Oct. 2003 to Jan. 2005)

**Tele Marketing Executive** :Standard Chartered Bank(Apr. 2003 to Oct. 2003)

**Receptionist cum Office Assistant** :Satya Health Farm(Apr. 2002 to Apr. 2003)

**Tele Marketing Executive** : ICICI Bank, Finpro Marketing(Oct. 2001 to Apr. 2002)

**Tele Marketing Executive** :Hallmark Marketing (Oct. 2000 to Oct. 2001)

**A BRIEF JOB DESCRIPTION:**

* Took calls related to customer services as well as collections for Mortgages & delinquent customers.
* Took calls for a process called AOL and DELL US customer, which handled Technical calls for customers.
* Took calls for Credit Card retention customers for the bank.
* Taking care of all the administrative work for the company’s Mumbai office, also responsible for booking and account work for our Mumbai & Karjat offices in India.
* Calling prospect customers for ICICI Bank Credit Cards.
* Calling prospect customers for Autocorp Security Services.

**AWARDS & RECOGNITIONS**

* Achieved Best Leader for the year 2013.
* Awarded Best Team Coach in 2007.
* Awarded Top Performer consistently since April 2005 ranking from 1 to 10.
* Awarded Top Performer while in the AOL Process.

**EDUCATIONAL QUALIFICATIONS**

Passed B. COM in March 2001 from Mumbai University, Mumbai, India

**PERSONAL DETAILS:**

**Date of Birth :** 08th August 1980

**Visa Details :** Valid until 18/07/2017

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

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