



SANDEEP

SANDEEP. 382410@2FREEMAIL.COM

SUMMARY

Having stepped into the rapidly growing BPO industry way back in the year 2008, I have learned the various aspects of the industry, including team leading, training, quality, client interaction and administration. I also acquired thorough knowledge of accounting software's like QuickBooks and Quicken. Strengths include successful analysis and problem-solving expertise, highly rated oral and written communications skills, and proven experience in a highly competitive and dynamic environment.

PROFESSIONAL EXPERIENCE

Intuyite Technologies India
Team Leader (Technical and Sales)
(January 2017 – May 2018)

Responsibilities:

- Providing support on windows vista, windows7, windows 8.1, windows 10, windows server 2003 and 2008 to American and Canadian customers.
- Handling complex software installation issues.
- Providing support on networking problems, multi-user set up.
- Giving exceptions on windows and third-party firewalls.
- Sharing files and providing support on file back-up.
- Helping customers with printing invoices, statements and checks.
- Prepared budgets and published financial statements.
- Generate weekly and monthly reports for management.
- Helping US customer's with their accounting and bookkeeping issues.
- Helping customers with bank reconciliation and complex accounting problems.
- Providing help with invoicing and balance sheet.
- Providing training on accounts receivable and accounts payables.
- Providing support for online banking and then helping with matching transactions to the correct account.
- Helped customers with various accounting software's like peach tree, sage 50, sage 100 etc.
- Helping US customers in various accounting problems like generating correct reports, reconciliation and budgeting.
- Selling accounting software and related services to US and Canadian Customers.
- High rated problem solving expertise in US accounting and payroll system.
- Coaching and training sales team to ensure sales targets are met.
- Handling refunds, customer escalations, and retaining customers'.
- Updating team members about the process changes and consistently train them on Quickbooks and other Intuit products.
- Marketing and promoting our website in Social media like twitter, facebook and linked-in to get more visitors on our website
- Generating calls through Google, Microsoft Bing and Yahoo.
- Acting as a team leader, team member, coach, trainer, subject matter expert, supervisor, manager, senior level support, human resource, quality auditor.
- Ensuring that we do not lose clients because of poor customer service.
- Talking and coordinating with new vendors to get more business.
- Training and managing a team of ten telesales agents and four technicians.
- Providing after sales support to retain customers.

**VWest Solution LLC (Headquartered in Texas)
Team Leader(Operating from India)
(October 2014 – December 2016)**

Background:

US client outsourced a Quickbooks Process to me for testing, spending just over a \$1000. And after working for one month I reached a sales benchmark of \$3000 alone with limited calls.

Responsibilities:

- Managing a team of five people from a remote location.
- Ensuring that we are meeting sales target month-on-month basis to reach break even or profit.
- Handling escalations and ensuring that client's requirements are met.
- Training and motivating team members.
- Marketing and promoting our website in Social media like twitter, facebook and linked-in to get more visitors on our website.

**IBM India Pvt Ltd
Process: Intuit (Quickbooks Technical Support) Level 2
October 2011 – July 2014
(Subject Matter Expert) Quickbooks**

Responsibilities:

- Handled a team of twenty Quickbooks experts and **resolved issues for about 400 Quickbooks users on daily basis.** Technical and accounting issues with an average handling time of 25 minutes.
- Trained more than 100 Quickbooks experts on top call drivers or complex issues.
- Interacting with **Client** to resolve the issues regarding the process and their consecutive databases.
- Helping all the team members in order to achieve high quality score and the target set.
- Handling escalations to meet customer satisfaction.
- Proactively participating in quality meetings in order to make process streamlined.
- Supervised the day-to-day operations of the team in the absence of the team leader.
- Responsible for handling CRM & IVR related issues & changes required.
- Making roster, resolving transport issues, handling attendance and agent issues etc are some of the day to day activities.
- Analyzing call quality and proactively participated in client calibration calls.
- Assisted quality coordinators and quality auditor in the investigation, root cause analysis and implementation of corrective actions
- Played an instrumental role in the training and development of the team members

**Convergys India Pvt. Ltd.
Sr. Customer Care Officer
(Sep' 08 – Aug' 2010)**

Responsibilities:

- Worked as a **floor support** for four months with Orange (Blackberry Handset support)
- Supported three training batches on the shop floor post training.
- Taking pre-shift and post shifts huddles in the absence of Team Leader.

- Participating in client calibration and provided process related daily and weekly updates to the team.
- Acquired functional and technical knowledge of various telecom products sold within the U.K.
- Supported both contract and pay as you go customers Orange telecom.
- Expertise in solving query related to Blackberry, HTC, Nokia N-95 and many other multimedia and smart phones.

Specialty :

**I am a certified Quickbooks proadvisor
I consider myself as a top notch Quickbooks expert.
Answers for Quickbooks are always on my finger tips.
I can fix any issue with Quickbooks and computers.
I am honest.**

ACADEMIC QUALIFICATION:

- Graduate from Delhi University.
- 10+2 from C.B.S.E. Board -- 2004

COMPUTER KNOWLEDGE:

- Worked in fully computerized environment.
- Hands on experience on MS Office (Word, Powerpoint, Excel and Outlook).
- Excellent multitasking computer skills.

EXTRA CURRICULAR:

Participated in various Singing competitions at Zonal Level. Also, participated in a district level cricket tournament.

Strengths Responsible, Hardworking, Dedicated and Strong Grasping Power.

Date of Birth: 22nd March 1985.

Marital Status: Single

Nationality : Indian

Visa Type : Long Term Visit visa

Visa Expiry Date:

Passport Expiry date: 22nd November 2021