**CURRICULUM VITAE**



**Ronald**

**Email:** **Ronald.390420@2freemail.com**

**Career Objective**

I’m a passionate and proficient individual with the experience of 7 years in customer service for banking and telecom. I’m seeking a good position for job with a progressive organization to utilize my professional experience in customer service for banking and telecom customer service.

**Professional Details**

# Company Name : Karvy Dig Konnect Limited, Mangalore

# Tenure of Work : From February 2016 till December 2018

Work Title Name : **Team Leader Call Center Operations**

* A total experience of 7 years in the BPO industry at different levels with more than a year in middle management.
* Complete expertise in customer support due to having worked extensively in Customer Support.
* Handled calls for telecom and banking customer service over a period of 3 years.
* Training for the newly hired Customer Support Executives and up-skilling for the executives already handling calls for a period of 2 years in banking process.
* Handling of team of customer support executives for the operations in the banking and telecom process from the past 2 year.

**Assistant Team Leader**

Experience : From May 2015 till Jan 2016

Job Description : Asst. Unit Manager for Operations

Company Name : Mphasis Ltd., Mangalore

KPI delivery /improvement actions and follow up, Attrition & Shrinkage control, Escalation handling, Break & /RT Management, Team engagement activities, Performance discussion with team associates, Scheduling & Capacity Planning, Data Analysis & Reports.

**Product & Process Trainer**

Experience : From April 2014 till April 2015

Job Description : Senior Trainer for New Hired CSRs

Company Name : Mphasis Ltd., Mangalore

Training the newly hired trainees. Designing the training modules. Managing the training related documents and reports. Coaching the associates based on performance, mentoring, and providing feedback sessions for Associates.

**Customer Support Representative**

Experience : From November 2011 till March 2014

Job Description : Customer Support Representative

Company Name : Mphasis Ltd., Mangalore

**Educational Qualification:**

* **Bachelor of Commerce (BCOM)** graduate from Viswa Bharatiya Vidya Parishad, Andhra Pradesh in the year 2017.
* **Diploma in Computer and Office Management** from Mangalore in the year 2011.
* **HSC or equivalent (+2)** education from Padua PU College, Nanthoor, Mangalore in the year 2008.

**Skill set Details:**

* Good Communication and computer skills
* Good listening and communication, self-control and patience, positive thinking, conflict resolution, taking responsibility.
* Leadership Skills and a good team player
* Good computer skills and knowledge of using MS Office - 2007, 2010, 2013.
* Aware about email and etiquettes, and used email platforms like MS Outlook, Yahoo, and Gmail.
* Knowledge of Operating Systems like Windows XP, Windows 7 and Windows 10.
* Experience of CMS application for call management, auditing calls in Avaya Call Recorder.
* Knowledge of using CRM application for call handling and call wrap-up.
* Knowledge of Tally ERP 9.

**Personal Details**

 Date of Birth : 27th May 1990

 Nationality : Indian

 Gender : Male

 Marital Status : Unmarried

 Languages Known : English, Hindi, Kannada, and Konkani