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| **ASHUTOSH**  |  |
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| **Job Objective** |  |  |

Quality coach/Analyst trained for attention to detail. Looking forward to apply my 11+ (UAE) years of analytical, processing, Complaint Management, Content Development, TNI and TNA training and auditing experience to help the company maintain and achieve higher standards of accuracy with consistency.

**Career highlights:**

* Abu Dhabi Commercial Bank Dubai as a Quality Coach/Trainer/Complaint Management
* Royal Bank of Scotland Dubai as a Business support Analyst/ Coordinator
* ABN Amro Bank Dubai as Business Development Executive (Tele sales)
* Heroites as a Sr. Process Associate.
* Design Mode as Senior Interior designer.
* Venus digital colour lab, Kodak as Senior Graphic Designer.

**Employment Details - Jan 2010 - Dec 2018.**

**Designation**: Quality Coach /Trainer/Complaint management/Coordinator.

Job Profile:

* Training the department on products sourced.
* Auditing calls done by the sales team and to make sure SOP's are followed.
* One to One feedbacks and grooming done on a daily basis.
* Prepare and Conduct monthly Quiz.
* New joinee and refresher trainings as per requirement.
* Compiling daily reports regarding call quality scores and feedbacks.
* Compiling monthly evaluation for the sales team,
* Analyzing data and preparing the tracker to be followed by the TQA team.
* Providing various reports to the department head on a daily basis.
* Maintaining and preparing the attendance and call count done for the department on a daily basis.
* Coordinate with the internal and external audit to ensure SOP's are followed.

**Royal Bank of Scotland (Dubai)**

**Designation**: Business Support Analyst 2008-2010

* Responsible for checking customer credit rating to source cash against credit card sourced by the sales team.
* Checking of physical application for Balance Transfer to other banks in UAE through bank telex and demand draft transfer.
* Checking for current and defaulting customers for the credit approval.
* Calculating and deciding the risk of the payment plans of credit card as per policy.
* Communicating and maintaining the bridge between the sales team, credit and the operations department.
* Checking current and defaulting customers and book personal payment plan installments on system sourced by the sales team.
* Maintain MIS of different activities for the department.
* Coordinating with the top up loans, smart loans and revolving overdraft facility team on their daily submissions, pending and rejections.
* Handling and resolving complaints raised by the customer through various channels for the department.

**ABN Amro Bank (Dubai)**

**Designation**: Business Development Executive 2007-2008

* Responsible for selling financial products to various customers.
* Maintain and increase level of sale through tele marketing staff activities by generating leads and developing relationship with the customer.
* Provide an important contact point of potential customers for the other products of the bank through tele marketing team efforts and outreach.
* Handling the queries and concern of the customers by providing the right solution for their financial needs.

**Heroites**

**Designation**: Senior Associate 2006-2007

* Selling Capital one credit cards to various customers in US through outbound calls with voice support.
* Responsible for wide range of customer services,through outbound calls with voice support.
* Motivating staff to achieve targets with means of boosters, trainings and other sales activities.
* Handling the queries and concern of customers by giving the right solution for their needs through inbound calls.

**Design Mode**

**Designation**: Senior Interior designer*2003 - 2006*

* Handling live projects for various cooperate and
* Residential clients to finalize the creative outcome.

**Venus digital colour lab, kodak**

**Designation**: Senior Graphic Designer ***1999-2003***

* Handling all the designing and creative part for this kodak branch.
* Training new staff on creative software.

**EDUCATION**

Aptech Arena Advanced Diploma in Multimedia 1999

Aptech Arena Diploma in Multimedia 1998

New Delhi XIIth Standard 1995 CBSE

New Delhi Xth Standard 1993 CBSE

Brilliants Computer Junior Diploma 1993

**ACHIEVEMENTS & AWARDS**

Awarded as the star performer in every quarter as a quality coach (Abu dhabi commercial bank) Awarded as the star performer on many occasions as the fastest processor (Royal Bank of Scotland) Trained sales officers to perform at their peak Performance as a quality coach.

**PERSONAL PROFILE**

DOB: 09/11/1976

Marital Status: Married

Nationality: Indian

Known Languages: English, Hindi

Visa Status: Visit

Email: ashutosh-396971@gulfjobseeker.com

I am available for an interview online through this Zoom Link <https://zoom.us/j/4532401292?pwd=SUlYVEdSeEpGaWN6ZndUaGEzK0FjUT09>