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| **Objective** |

**JOB OBJECTIVE:** To obtain a responsible and challenging position with a progressive company where my work experience will have valuable application and utilization for the growth of the Company.

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| **Skills and Abilities** |

* Strong communication and interpersonal skills.
* Through understanding of the fundamental principles of business administration and their practical usage.
* Proficient with MS Office tools and using internet for research & official communication.
* Good team player & leadership skills.
* Flexibility and adaptability.
* Ability to grasp concepts quickly and accurately.

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| **Experience** |

Company: 1. **Datamatics (Sharekhan, Broking Firm)**

* + - * **Tenure:** March 2010- August 2014
      * **Designation:** Team Manager
      * **Team:**  Operations
* **Job Responsibility**
* Responsible for handling day to day operations for ShareKhan Outbound Customer service process.
* Responsible for handling 36 CSR, 1 TL, 1 MIS & 2 QA’s.
* Discussing reports with Team and planning the day for better performance.
* Planning Revenue generation for the month by controlling Shrinkage & Attrition
* Monitoring and controlling the routine activities in operations
* Conducting daily meetings with the Team Leader, MIS & QA Team and discussing about their report statistics and the respective feedback.
* Reporting to senior management about the periodic updating and exceptional grievances in operations.
* Monitored the daily performances by the executives and assisted them with the grievances they are facing
* Performed frequent performance evaluations of executives and encouraged them for better and consistent performances
* Implemented quality control measures as guided by the manager.
* Prepared periodic performance reports and forwarded it to the manager.
* Assisted manager in analysis of the reports and decision making based upon it
* Reviewing the reports by MIS and preparing the feedback
* Setting targets for Team as well as motivating them to achieve those targets
* Weekly Call calibration with the clients for call quality improvement.
* Weekly performance review with the clients to improve daily productivity.
* Responsible for raising monthly Invoices against the manpower utilization and PRI lines to clients.
* Responsible in transitioning Sharekhan business from one CRM to another CRM without any outages or hampering the daily productivity.
* Responsible for coordinating with the MIS and adhering the timelines for delivering the daily productivity report to clients.
* Responsible for delivering the daily generated voice call logs to clients through Hard disk.
* Analyzing the reason for Attrition and as per the requirement raising the MRF (Manpower requisition form) to HR team and conduct backfilling.
* Coordinating with the HR team to perform skip level meeting or Employee engagement to understand the employee grievances and act upon it for employee retention.

Company: 2.  **Zenta Technologies**

* + - * **Tenure:** February 2002 - February 2010
      * **Designation:** Operations Project Leader (Assistant Manager)
      * **Team:** Operations
* **Job Responsibility**
* Responsible for handling the Operations for –
  + **Chase (JP Morgan Outbound Campaigns)**
  + **Credit Cards Acquisitions’**
  + **Vertrue Discount Packages.**
  + **Capital one Out bound Collections (Soft Collections)**
* **Managed a New Outbound site for Zenta at Chennai.**
* Monitored the daily performances by the executives and assisted them with the grievances they are facing.
* Performed frequent performance evaluations of executives and encouraged them for better and consistent performances.
* Implemented quality control measures as guided by the manager.
* Prepared periodic performance reports and forwarded it to the manager.
* Assisted manager in analysis of the reports and decision-making based upon it.
* Monitoring and controlling the routine activities in operations.
* Conducting daily meetings with the Team Leaders and discussing about their report statistics and the respective feedback.
* Setting targets for Team Leaders & executives as well as motivating them to achieve those targets.
* Contacting the administration department to ensure smoothness in the departmental services.
* Reporting to senior management about the periodic updating and exceptional grievances in operations.
* Hands on **Epro, Davox Dialers**
* Managing the Dialer and Lead management Strategy for processes.

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| **Educational Qualification** |

* **Bachelor of Computer Applications**
* **Pre university education**
* **Secondary school**

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| **Training and Internship** |

* Participated in the Management Development program conducted by Zenta Technologies for effectively management of Team.
* Completed Diploma in Hardware Engineering from Concord Training Institute.

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| **IT Skills** |

Operating Systems : Windows (XP, Vista, 7)

Packages : MS Office tools – Word, Excel(V-lookup, Concatenate and Basic formulae’s), Power point, Computer Applications

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| **Seminars/Conferences** |

* Participated in the management fest “Aakaar” held at Bedekar College . The event focused on team management and innovativeness.
* Participated in Entrepreneurship program “Vishwas”. The event focused on encouraging entrepreneurs to start their own businesses in order to contribute to the economic development of the country.

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| **Achievements and Recognitions** |

* + - **Being awarded for Merit achievement for the year 2011 -2012 in Datamatics.**
    - **Has been awarded the best employee of the year.2004 - 2005**
    - **Successfully implemented Outbound International processes for US Clients at Chennai site in the year 2006- 2007**
    - **Promoted from a Team Leader to Project Leader in the year 2006 – 2007.**
    - **Being awarded as one of the best Team Leaders for leadership qualities, skills, hard work and maintaining a high level of productivity on campaigns in the year 2005 – 2006.**
    - **Being awarded as best Project Leader in the year 2007 – 2008.**

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| **Personal Profile** |

**Personal Summary**

Date of Birth : 02- August-1980

Nationality : Indian

Gender : Male

Marital Status : Married

Languages Known : English, Hindi, Marathi, Kannada and Tamil.

Hobbies : Playing Computer Games, Listening Music & Browsing.