**Career Objective:**

To add value to business processes at each level. To use my knowledge to analyze and view cost reduction and saving in every process and thus adding value to base. Want to contribute, learn, grow and achieve the highest level in leadership by offering an ability to build strong team environments, ensuring timely execution of deliverables, possessing an acute eye for details, processes and operations management.

**Educational Qualification:**

1.         Senior Secondary from Christ Church Boys School, Jabalpur, in 2000.

2.         Graduated in Commerce from the Rani Durgavati University, Jabalpur, in 2003.

**Work Experience:**

1. **Eastern Pvt. (BVI) Ltd., Dubai, UAE**

Designation: Asst. Warehouse Supervisor – Operations

July 05, 2008 – till date

Job Profile:

* Manage receiving, shipping and distribution procedures by coordinating processes and labor.
* Prepared and updated daily checklist for warehouse.
* Supervised facility even on weekends and ensured smooth working.
* Analyzed warehouse processes and provided feedback to improve quality and reduce prices.
* Responsible for Inventory Management.
* Scheduling of Containers(Inbound Plan)
* Preparing the Trip Sheets/Logs.
* Preparing Out of Stock/Lost Sales Reports/Total Sales Reports..
* Provide Daily Reports on Product Discrepancy to the KAM’s and Sales Team.
* Participate/Lead in special assignments/projects as per requirements.
* Ensuring that GRN’s are received and updated on time.
* Preparing Credit Notes Invoices as per requirements.
* Maintaining accurate records of daily warehouse staff attendance.
* Reviewing Warehouse Maintenance Logs.
* Coordinating multiple delivery schedules in the daily effort to complete order

demand.

* Responding to customer and management inquiries regarding service schedules, inventory & shipment status.
* Analyzed data to monitor performance and planned improvements.
* Reviewed logistical problems and recommended solutions.
* Communicating with service providers(GAC) with daily physical stock status, delivery confirmations, POD(Proof Of Delivery), and other issues as required.

1. **Securities Ltd, Gurgaon, Haryana, India**

Designation: Team Leader – Web Process

May 07, 2007 – May 30, 2008

Job Profile:

* Managing a team of 23 specialists.
* Making monthly reports on team performance.
* Provide feedback to the team members on their performance.
* Conduct One to One sessions with team members on individual basis.
* Participate/Lead in special assignments/projects as per requirements.
* Create an environment oriented to trust, open communication, creative thinking, and cohesive team effort
* Provide the team with a vision of the project objectives
* Motivate and inspire team members
* Lead by setting a good example (role model) - behaviour consistent with words
* Coach and help develop team members; help resolve dysfunctional behaviour
* Facilitate problem solving and collaboration
* Strive for team consensus and win-win agreements
* Ensure discussions and decisions lead toward closure
* Intervene when necessary to aid the group in resolving issues
* Assure that the team members have the necessary education and training to effectively participate on the team
* Encourage creativity, risk-taking, and constant improvement.
* Recognize and celebrate team and team member accomplishments and exceptional performance

Designation: Quality Analyst cum Assistant Trainer– Customer Care Division – Voice/Web Processes

Sep. 18, 2006 – May 06, 2007

Job Profile:

* Monitoring Calls and Emails handled by the agents and providing feedbacks on the same.
* Assisting and mentoring New Hires by providing inputs on improving Quality and productivity Levels.
* Providing floor support after the NHT’s hit the floor, assisting to perform better in language, Process, Scripts and Resolutions.
* Analyze Training needs of the agents.
* Preparing Reports with a view to monitor the performance & efficiency of Team Members, ensuring compliance with pre-set Quality Parameters.
* Ensuring high quality services through constant Monitoring and feedback for respective teams, resulting in customer delight and optimum resource utilization for the maximum Service Quality.
* Setting Quality standards for various Operational Areas and ensuring adherence to Quality Standards.
* Preparing Quality Modules (telephone etiquette, empathy customer service, rapport building, listening modules, culture and values modules) and Handouts to help the agents improve on Calls / Emails.
* Calling for Shift Hurdles in order to meet and discuss the major issues with team.
* Conduct Feedback / Quality Sessions with Continuous Improvement planned Database for all the associates and focusing on all their areas of improvements.

As an Assistant Trainer:

* Conducting various Training Programs as an art of Employee Development Scheme for the members of the organization.
* Training and Refreshers conducted as per process requirement.
* Conducting Periodical Tests on the process related issues.
* Develop process related presentations for the Operations Team.
* Responsible for Monthly Reviews on performance, targets, Highlighting Constraint(Issues and Concerns If any), Plan of Action for the coming months and if possible proposing lateral requirement to be in business etc  in front of the High Management Team.

Designation: Sr. Customer Care Executive – Operations

May 08, 2006 – Sep. 17, 2006

Job Profile:

* Serving a Securities’ Giant and managing all client deliverables.
* Achieving and exceeding the key deliverables.
* Working closely with the Team Leader to develop the Customer Service attitude within the team.
* Take various continuous education presentations within the team.

1. **Business Process Services Pvt. Ltd.**

Designation: Customer Care Executive – Operation’s

Jan. 2005 - April 2006.

Job Profile:

* Serving a Rental Car Client in the US and managing all client deliverables.
* Achieving and exceeding the key deliverables.
* Working closely with the Team Leader to develop the Customer Service attitude within the team.
* Take various continuous education presentations within the team.

1. **Leonard High School.**

Designation – Office Incharge cum Administrator

July 2000 - March 2003.

Job Profile:

* Business Development.
* Inventory Management.
* Admission’s and Fee Structure Management
* Quality Control measures.
* Facilitating the activities of the Admin. Department.

**Professional Achievements:**

* Successful completion of the WSET(Wine & Spirit Educational Training) Wines - Foundation Level.
* Successful completion of the WSET(Wine & Spirit Educational Training) Spirits - Intermediate Level.
* Successful completion & certification of the First Aid Training Program as well as the Fire & Safety Programme by First Security Group.
* Currently appointed as the Fire Warden for African & Eastern.

**Personal Details**:

Date of Birth:                                    26/11/1982

Marital Status:                                  Married

Religion:                                            Christianity

Nationality:                                       Indian

Languages Known:                          English and Hindi

Hobbies:                                           Travelling and Listening to Music

Key Skills:                                         Communication and Managerial Skills

**First Name of Application CV No:** **503436**

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