CURRICULUM VITAE

**Gulfjobseeker.com CV No:** **1307070**

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To get contact details of this candidates

Submit request through Feedback Link

<http://www.gulfjobseeker.com/feedback/submit_fb.php>

AIM:

I like seeking a challenging environment that encourages and provides exposure to new ideas anddoing it to the best of my conscience and knowledge, which stimulates personal and professional growth.

OBJECTIVE:

Given an opportunity, will perform well up to the responsibilities assigned by the management and also to achieve a position wherein I am able to utilize my potential to the fullest & where I get the maximum job satisfaction.

Date of Birth : 31st Jan 1986

Sex : Male  
Nationality        : Indian  
Marital Status       : Unmarried

PROFESSIONAL EXPERIENCE:

Organization: Colors Advertising  
Duration: April’05 To June’08  
Designation: Production Supervisor

Create an environment oriented to trust, open communication, creative thinking, and cohesive team effort

* Encourage creativity, risk-taking, and constant improvement
* Intervene when necessary to aid the group in resolving issues
* Recognize and celebrate team and team member accomplishments and exceptional performance
* Coordinate with internal and external customers as necessary
* Familiarize the team with the customer needs, specifications, design targets, the development process, design standards, techniques and tools to support task performance
* Ensure deliverables are prepared to satisfy the project requirements, cost and schedule
* Help keep the team focused and on track.

Organization : Streams Global Services PVT. LTD.

Process : Hewlett Packard (HP) Customer Services (Laptop & Notebooks Dept.)

Duration : Dec'08 to Till Date

Designation : Team Manager - Operations

* Ensure agreed customer service standards are consistently met
* Listening to live and recorded calls to find opportunities of improving customer handling skills & to create need of a product and/or services (sales).
* Supervise the activities and work volume of Call Centre (CC) Customer Services

Representatives in attending to incoming customer enquiries and the resolution of

issues raised, in order to provide optimal service delivery.

* Ensure agreed customer service standards are consistently met
* Provide leadership, guidance and support to the CC Customer Services

Representatives

* Consistently monitor systems with a view to recommending changes / updates to improve them
* Provide a level of support that builds customer satisfaction via first time resolution
* troubleshoot through both voice and non-voice channels, integrated within a single platform
* Build relationships with customers through follow-up of services.
* Coach and help develop team members; help resolve dysfunctional behavior

SIGNIFICANT ACHIEVEMENTS:

* Awarded for **“HP Super Star Award (Exceeding Team’s KPI Goals)”** from **January – March 2014** as Team Manager - Operations **(Stream Global Services Pvt. Ltd.)**

EDUCTIONAL SUMMARY:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Degree/Certificate** | **Institute/College** | **University / Board** | **Year of Passing** | **Percent** |
| S.S.C. | Bhonsale military school | Maharashtra Board | 2002 | 58% |
| H.S.C. | Dalmia college | Maharashtra Board | 2004 | 62% |
| T.Y.B.Com | Calicut university | UAE board | 2008 | 67% |

LANGUAGE KNOWN :

|  |  |  |  |
| --- | --- | --- | --- |
| Language | Read | Write | Speak |
| English | /data/data/com.infraware.PolarisOfficeStdForTablet/files/.polaris_temp/image1.emf/data/data/com.infraware.PolarisOfficeStdForTablet/files/.polaris_temp/image1.emf | /data/data/com.infraware.PolarisOfficeStdForTablet/files/.polaris_temp/image1.emf/data/data/com.infraware.PolarisOfficeStdForTablet/files/.polaris_temp/image1.emf | /data/data/com.infraware.PolarisOfficeStdForTablet/files/.polaris_temp/image1.emf/data/data/com.infraware.PolarisOfficeStdForTablet/files/.polaris_temp/image1.emf |
| Hindi |  |  |  |

INTERESET & HOBBIES:

* Singing
* Listening Music
* Stamp and Coin collection.