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**PROFESSIONAL ACHIEVEMENTS**

* Won the Customer Excellence – Achiever award for Q2 of 2013.
* Transitioned and successfully implemented several new processes from Australia and Egypt to India for Hutchison 3 Global Services.
* Awarded special recognition for the creation of the ‘Pricing Guide’ and the ‘Handset Pricing tool’ for the entire organization.
* Nominated for the “Best Team Leader” and “Champion of the Quarter” during the Annual Operations.
* While in JP Morgan; got spot awards for exceeding expectations for Sales and Star of the week awards.

**QUALIFICATION**

1. Currently pursuing and completed 6 credits courses for Master in Business Administration from S. P. Jain School of Global Management, Dubai.
2. Passed Bachelor’s degree with distinction from St. Xavier’s College( Mumbai university)- Year 2001
3. Passed High School with distinction from D.G. Ruparel College ( Mumbai University)- Year 1998
4. Passed the SSC from Sacred Heart High School ( Mumbai Board)- Year 1996 (School topper)

## WORK EXPERIENCE

(May 2014 to Current)

**Company**: **AST Telecom- Business Partner Manger of Du**

**Position**: Business Consultant/Sales

* Sales of DU enterprise products to corporate clients. Have met the targets for the last month. Have generated numerous leads and worked to build excellent relation with my clients.
* Preparing the Reports of the Sales Teams – DSR, weekly and Monthly Sales Report.
* Key involvement in projects initiated to enhance the efficiency of the team and periodic review of customer service and escalation handling process.
* Reporting of the DSR and the Monthly Sales Report.
* As an expert in Customer Escalations; assisted the escalations team in identifying process gaps during grievance redressal processes and taking it to a logical conclusion.
* Build new processes and the Flowcharts for the new teams within the Organization

(Sep 2011- Feb 2014)

**Company**: **Tech Mahindra Business Services Ltd**

**Position**: Team Leader

1. **Team Management**

* Manage the Sales target and Customer Service KPI of the team.
* Motivating, monitoring, mentoring and providing regular feedback to the team members regarding their performances. Appraising the member’s performance & providing feedback.
* Facilitate problem solving & collaboration and thereby maintaining the overall team efficiency to meet team objectives and goals
* Appraising the member’s performance & providing feedback.
* Handling of the department Service levels and liaising on an inter-departmental level to ensure smooth functioning of Daily operations
* Maximizing conversion rate through the philosophy of ‘Sales through Service’ approach.
* Create an environment orientated to trust, open communication, creative thinking & cohesive team effort.

1. **Analytics and Data Audits**

* Details Analysis of customer feedback and sentiments through Net Promoter Score.
* Creating detailed reports with the findings and recommendations on a weekly basis and present the same in weekly forums to Stakeholders.
* Created the ‘Pricing Tool’ which brought all the pricing related touch points under one purview.
* Created the ‘Handset pricing Tool’. This proved beneficial to the upgrades and sales process to give customers a readymade offer. That saved time and improved customer experience.

1. **Customer Escalations/ SALES/ Lead Generation**

* Handling customers escalations and provide a resolution. Also Manage the lead generation for 2nd sale on the call.
* Ensure that the Customer satisfaction is obtained through ideal negotiations and dispute handling ways.
* Attended the Customer Dispute Management workshops/trainings to learn and understand the dispute handling skills.

(Dec 2006 till August 2011)

**Company: Tech Mahindra Business Services Ltd**

Position: Customer Excellence Coach – Escalations Department/ Change Management Department:

* Handling escalation from our customers and provide a resolution.
* Ensure that the Customer satisfaction is obtained through ideal negotiations and dispute handling ways. Offer an amicable resolution which is agreed by both the parties.
* Attended the customer dispute management workshops to learn and understand the dispute handling skills.
* Liaised with the marketing team to ensure that the products and the processes are communicated to our customers and also to the customer service advisors.
* Created the ‘Pricing Tool’ which brought all the pricing related touch points under one purview. It bought the vast amount of data together and simplified the task of finding information in short time.
* Also created the ‘Handset pricing Tool’. This proved beneficial to the upgrades and sales process to give customers a readymade offer. That saved time and improved customer experience.

(Dec 2005 till August 2006)

**Company: JP Morgan Chase Bank**

**Position:** Specialist - **Deposit Review Process**

* Performing routine account activity review of high risk deposits,
* Maintaining fraud and losses and taking the right decisions for every customer keeping the business and customer experience in mind.
* Managed a team as a team coach in the absence of a team leader.

**Position**: Customer Service Executive- **IBS Process**

* Selling credit cards to US clients.
* Providing resolution to customers on their issues pertaining to Payments, Balance transfer, Merchant transaction disputes, Interest rate queries, rewards redemption etc.
* Adhering to Chase values & keeping customers account and personal information secured.
* Supporting the functions of merchant Disputes, Payments team, Portfolio Risk Review and Fraud Division.

(July 2001- Nov 2005)

**Company: Reliable Chemicals Pvt Ltd - Mumbai.**

Position: Manager – Operations Management and General Administration

1. Supervision of the Staff; training staffers on internal processes and systems and ensuring all necessary functions are appropriately covered.
2. Generate office reports; creating spread sheets and charts, maintaining databases and writing departmental status reports.
3. Drafting the correspondence, speeches, presentations and announcements from the executive office.
4. Coordination with logistics / Transporters for timely dispatch and delivery of material.
5. Persistent follow-up for payments, to achieve collection targets.
6. Analyse debtor’s age, and report to management.
7. Dealer account management for payments / Despatches.

## IT Skills

* MS Office – Excel - Reporting; MS Power point; MS Outlook; MS word.
* Worked on CRM’s- Siebel and TEEN.
* Statistics Course completed in SP Jain.

## OTHER FACTS ABOUT ME:

* Excellent communication skills and good interpersonal effectiveness within diverse groups.
* Good at planning, setting priorities, delegating, organizing and delivering results.
* Valued team player, positive attitude and flexible enough to accommodate changing needs.
* Target oriented and KPI driven.

References for all the above