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 **OBJECTIVE:**

Highly enthusiastic with excellent communication skill, computer skills and analytical skills to provide excellent customer service. Focus on customer satisfaction and retention by applying my interpersonal skills to achieve these goals. I have always believed in the institution of knowledge and information and believe that every person has a purpose in life. It is in our limits to spend our life to the best of our ability and resources. It will be a privilege for me to work in your prestigious organization.

**PROFILE:**

Friendly-smiling and can Explain Clearly. Demonstrate sense of urgency in busy work environment. Able to build productive relationship and win customer loyalty and also capable of handle Presentation and Training in front of clients and stakeholder.

**SKILLS & Language Known As:**

* English, Hindi, Bengali, Dhaka, Urdu, Arabic.
* Basic I.T Skills

Such as MS Office, Excel Sheet, Power Point, can work in all operating System Multi tasking with internet Etc.

* Key Skills

Customer Retention, Client Training, Excellent English Communication, Close Sale,Tele-monitoring Procedures.

**EDUCATION & PROFESSIONAL COURSE:**

* In Year 2002 High School Secondary Certification from Senior Secondary Delhi Board.
* Completed Diploma in Tourism & Hotel Management From the Institute I.H.M Taratala KOLKATA June 2007 to December 2009.
* 7 years of Experience in INTERNATIONAL B.P.O & ITS

**WORK EXPERIENCE:**

1. **Employer:**

Worked in **V3 OUTSOURCING SOL PVT LTD** (B.P.O & I.T COMPANY)

**Job title & Duration:**

 Worked as a **Team Leader** from 14TH June 2013 to 29TH Aug 2014. (1 Year 2 Months)

**Work Responsibility:**

 A Product Shipment Confirmation Process for World Wide Customers.

 Delivery of team sales, service leve components, quality and productivity targets & indicators.

People Management, including all HR related issues, as well as staff development.

Operational Management: Managing the floor, adherence to schedule.

Ownership and problem resolution.

Call monitoring, coaching and feedback, responsibility for delivery of the defined customer experience in every call. Training and development of staff. Motivation, leadership for a team of 17 and developing future leaders.

Recommendations for product and process development based on customer feedback and analysis of the same. Conducting performance appraisal for the team.

Contribute for the initial hiring and selecting process of the front line.

Compiling reports on team’s performance and customer feedback.

Communication and being a focal point of dissemination of information from management to team and vis versa. Work very closely with team members to solve customer problems. Also needs to understand agent's problems and weaknesses and address these. Offers solutions and suggestions for process and product improvement to management.

1. **Employer:**

Worked in **EVOLUTION INFOCOM PVT LTD** (B.P.O COMPANY)

**Job title & Duration:**

Worked as a as a Team Leader from 2nd April 2010 to 10th July 2012.

 (2Year 2 Months)

**Work Responsibility:**

 A Lead Generation Survey Process of U.K Lifestyle, U.K Mortgage, and U.S Telecom Process where we ask the customer different type of Questions on their properties, gas bills, phone bills, loan requirement, etc.

**3. Employer:**

Worked in **LIMTEX INFOTECH LIMITED** (B.P.O COMPANY)

**Job title & Duration:**

As a Customer Service Representative from 1st Aug 2008 to 9th Jan 2010 (1Year 5 Months)

**Work Responsibility:**

Dilled for outbound OYP Yellow Pages Process U.S & UK Mortgage Process for USA & UK Customers & Business.

**4. Employer:**

Worked in **XPLORE TECH SERVICES PVT.LTD** (B.P.O COMPANY)

**Job title & Duration:**

As a **Tele Sales Executive** from 5th Sep 2006 to 7th July 2008. (1Year 10 Months)

**Work Responsibility:**

It was for outbound & Inbound Process Like (internet connection Provider for U.S Customer. and Inbound Customer Care Medication for Retention and Cancelation of Medicare Product.

**HOSPITALITY INDUSTRIES:**

**5. Employer:**

Worked in **HABTOOR GRAND RESORT & SPA (UAE**) As a **Restaurant Captain** form July 2005 to June 2006. (11 Months)

**6. Employer:**

Worked in **ABELA &CO.LLC (UAE)** As a **Waiter** then **Banquets Captain** form May 2002

 to May 2004. (2Years)

**PERSONAL DETIALS:**

* Date of birth > 03 Sep 1984
* Marital status > Married
* Nationality > Indian
* Religion > Roman Catholic
* Hobbies > Photography, Researching of new technologies, explore my creativity work.

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