**Suraj**

**Email:** **suraj.374094@2freemail.com**

**Call Center Pro *with* Inbound & Outbound Experience
*Collections* |*Customer Service* |**

Customer-centric (English) call center representative with a history of top-ranked production in inbound and outbound call centers. Routinely singled out for high-volume, high-quality work within deadline-intensive settings spanning collections, customer service.

* Inbound & Outbound Call Handling
* Complaint Handling & Issue Resolution
* Data Entry and Database Administration

Professional Experience
**IBM Daksh and Cognizant technology solution –Usa-health care (Project) Call Center Representative / Peer Mentor, 2015 to 2016 and  Senior Associate, 2016 to present**

Rapidly promoted to mentor a 12-member team while concurrently providing top-notch collections support within an outbound call center.

*Process Improvement:* Created a simplified checklist for monitoring weekly collections that helped increase team production results by up to 15%.

**IBM daksh and Conentrix daksh Call Center Representative, 2014 to 2015**

Managed inbound sales inquiries relating to products and promotions, quickly establishing relationships and rapport over the phone.

* *Goal-Surpassing Metrics:* Met or exceeded call center volume, sales and customer satisfaction goals during tenure.

***Education*
University of Calcutta India Kolkata west Bengal -700159**

**Bachelor of Degree in Commerce –financial**

 **Correspondence university Post Human resources management-(Perusing**)

 ***Hobby***

 ***Travelling and Sports-Recently travel Singapore for holiday and All kind of Sports activates.***