**Girjesh**

[**Girjesh.381755@2freemail.com**](mailto:Girjesh.381755@2freemail.com)

Team Leader (Sales & Customer services)

B. Com Graduate with over 9 years of experience in Tele sales, Tele marketing, Customer services, client management & Administration Lead in major IT companies (IBM, Infosys & TCS).

**CAREER OBJECTIVE**

To seek an opportunity to serve an organization with quality environment, where I can utilize my knowledge and experience to further explore and enhance my skills.

**TECHNICAL SKILL**

Diploma in Computer Application from a Government institute (2008-2009).

[Computer Fundamental and Operating System (DOS & WINDOWS) MS Office].

**PROFESSIONAL EXPERIENCE**

* **Working in TATA consultancy Services BPS, India as a Team Leader**

**Period: -05/12/2012 – Present**

**Core Responsibilities: - Customer Service & Sales department**

* Prepare complete database and update customer file according to customers requirement (SAP).
* Attend to and log in customer queries in Customer Complaint Management (CCM) and resolve or escalate them to next level.
* Promoting product feature to the inbound customers and covert into sale.
* Achieving monthly sales targets decided by onshore team in UK.
* Train, motivate and monitor performance of sales champions
* Ensure customer verification, DIM/FIM requirements are adhered to diligently.
* Data validation and maintain record for future purpose.
* Handled the escalations of the advisors.

**Rewards & Recognition: -**

* Completed **Green Belt certification** to reduce Transport cost.
* Recognized as Kolkata BPS **Star** Performer in the year of 2014, 2015 & 2016.
* **Worked as a Senior Process Associate in British Telecom (Inbound & Outbound) in Infosys BPO PVT Ltd -Bangalore.**

**Location**: - Bangalore **Period: -** From 23/02/2011 to 03/12/2012

**Core Responsibilities: -**

* Greet customers in a courteous, friendly and professional manner using agreed upon procedures.
* Promoting BT products to UK customers to meet the site sales targets.
* Listen attentively to customer needs and concern; demonstrate empathy.
* Clarify customer requirements through first contact resolution.
* Meet customer understanding of the solution and provide additional customer education as needed.
* Prepare complete and accurate work and update customer file.
* Develop individual competency by participating in training modules and workshops.
* Provide a one stop solution for the customer by constantly updating self with new products.
* Ensure customer verification, DIM/FIM requirements are adhered to diligently.

**Rewards & Recognition: -**

* + Received extra miler award for consecutive 3 times for best CS delivered.
  + Got the good appraisal rating in last 2 appraisal cycle.
  + Won “Infosys I-Star excellence award 2012”.
* **Worked as a Customer Service & Sales Executive in IBM Global Process PVT Ltd-Kolkata. (Inbound & Outbound)**

**Core Responsibilities: -**

* Meet customer understanding of the solution and provide additional customer education as needed
* Provide a one stop solution for the customer by constantly updating self with new products.
* Feedback to management on areas of concern and development
* Provide feedback on products performance, customer perceptions & expectations
* Support store manager in planning and execution of product launch campaigns and sales promotions at store levels
* Support the Store Manager in achieving shop acquisition and revenue targets, cascading targets to all shop staff and ensuring targets are understood
* Maintains and Manage the shop to ensure clean and safe environment and all functions are proper so customers can be serviced better
* Train, motivate and monitor performance of sales champions.

**Rewards & Recognition**

* C-SAT Topper in the year of 2010 & 2011 by the management department.
* CS Award winner received from project site lead Kolkata

**LANUAGE’S KNOWN**

English, Hindi &Bengali

**HOBBIES**

* Voluntary support in NGO
* Human Welfare
* Reading books (Story, Career oriented, Inspirational)
* Recreational Activities

**PERSONAL DETAILS**

* Date of Birth: 17.05.1986
* Gender: Male
* Marital Status: Married
* Nationality: India
* Religion: Hindu