**Karan**

**Phone: (M) 9971871770. Email: vishnusanskk@gmail.com**

To work for a company which aims towards customer excellence and to utilize my knowledge and experience to enhance the sigma on customer centrality and efficiency?

Professional 8.5 years above of experience in Operations & Team Management in the Telecom and DTH

* This has enabled me to improve my interpersonal and communication skills and being a Team Leader has increased my analyzing and leadership abilities.
* Consistent excellence in terms of core job performance.
* Good communication & interpersonal skills with documented record of delivering quality services based on the defined norms.
* Proven skills in managing teams to work in sync with the corporate set parameters & motivating them for achieving business and individual goals
* Proven abilities in Sales outbound & Team Management, Customer Service inbound.

Core Competencies

* Operations’ Management

1. Setting up targets/ goals for the team
2. Coordinating integration with support functions viz. Quality, Training, Technology, HR and Compliance.
3. Maintaining operational MIS, Invoices and Accounts for corporate client as well as for the Process

* Team Management

1. Managing Team functions viz. work force planning, recruitment, performance appraisal, etc.
2. Leading, mentoring & monitoring the performance of team members to ensure efficiency in process operations and meeting of individual & group targets.
3. Conducting hurdles with the team members for their better performance to achieve the desired numbers
4. Creating and sustaining a dynamic environment which motivates high performance among-st Team members.

* Client Servicing

1. Ensuring delivery of the set targets given by the client by satisfying customer queries
2. Assessing the customer feedback, evaluating areas of improvements & providing critical feedback to the associates on the same

3. Ensuring efficient customer service for good surveys accounting for individual performance and incentives

**Organizational Experience**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Company | Process | LOB | Designation | From | To | Tenure |
| Suwasthi | Health Care | Outbound Sales | AM | Nov-23 | Apr-24 | 5 Month |
| Dhani IndiaBulss | Dhani Card | Customer service | AM | Feb-21 | Sep-23 | 2 Yeras |
| I energizer | OYO Life | Customer service | TL | Jan-19 | Dec-20 | 2 Years |
| One point one | Dish TV | Outbound Sales | TL | Apr-17 | Dec-18 | 1.7 Years |
| Iccs | Reliance // Aircel // Video con | Customer Service | CCE // TL | Oct-13 | Sep-16 | 3 Years |

**Suwasthi**

**DEPARTMENT : Operations**

**Process : Health Care**

**Designation : Assist Manager ( AM)**

**Taking care of 150 people of sale sale team**

Planning the manpower as per the business requirement

Taking Tl review in every 15 days

Meeting with associates on EWS

Maintain the process shrinkage and planning the process attrition as well

Tracking lead vr conversion along with leads

Maintain BQ data and taking meeting with the associate

Maintain the floor on basic hygiene

Sharing the Team and associates wise APR which was show Performance

Taking post shift session with entire floor and sharing the performance for the Team

Also doing the call auditing session and sharing good and bad calls

Taking associates and Tls interview as well

Tracking conversion vrs actual sale

Sharing the FTD sale as compare to last month same day sale as well

**Dhani India Bulls**

**DEPARTMENT : Operations**

**Process : Dhani**

**Designation : Assist Manager ( AM)**

Responsibility: -

Handling the 60 Associates

Taking care of all product utilization of data base

Taking care of assigned lead’s for the sale and services closure

Handling the all risk of sale and service quality

Guiding the team to handle the customer concern and providing complete solution

Auditing the live call and doing the super audit as well

Taking one on one session with Team lead for set up the expectation

Taking pre shift session to discussed the service Target

Taking weekly review of Team leads

Taking one on one for EWS associates

Maintain the Login hr as well

Tracking the associate wise performance

Sharing the performance to the entire floor as well

**I energizer**

**DEPARTMENT : Operations**

**Process : OYO LIFE**

**Designation : Team Leader**

Responsibility: -

Handling the 20 to 25 associates

Taking care of city wise allocation along with the priority of data base

Doing the compliance Noncompliance audit for the process improvement

Doing the data analysis of pendency also highlighted with Clint as well

Coordinating with multiple departments for the services closures

Taking the supervisor call if required as for the customer satisfaction

Taking post shift with entire team and discussed same day Performance according to the same day performance and set up the action plan for next day

Also sharing audit feedback and coaching them to the process improvements

Also doing the RTM and doing bay walk, maintain the motivation floor decorum

Managing the floor and team break as well

Given the performance review to are senior in every month

**One Point One Solution**

**DEPARTMENT : Operations**

**Process : Dish TV Outbound**

**Designation : Team Leader**

Responsibility: -

1. Responsible for entire Risk –handling 25 people of Team
2. Weekly Reviews are conducted with the respective Team member’s terms of their Performance, Discipline, KPI and KRA
3. I was responsible for improving all the disciplinary issues which includes their Login, Break,

Unplanned and all over performance

1. I was also responsible for the Training session to be conducted timely for entire Risk across bucket for entire Team
2. Meeting the target with team, login hr, ACW, Conversion, Quality, Shrinkage, Attrition
3. Distribute the sale target to the associates and tracking them and guide how to the sale

**ICCS**

**DEPARTMENT : Operations**

**Process : Reliance and Aircel and Video-con DHT Inbound**

**Designation : Team Leader**

Responsibility: -

* Service Level Agreement.
* Ensuring that all individual teams meet all parameters, and there is customer happiness at all levels
* Managing Associates 30 + C.C.E
* Coaching & Feedback.
* Taking performance meeting of the team members to make sure their performance is meeting their expectations.
* Taking care of Attrition, Shrinkage, AHT, Login hrs. And Quality Productivity.
* Conducting team briefings & refresher session.
* Motivating team members to get the best out of each individual

**Initiative Taken**

Floor management.

Real time monitoring in CC pulse and dialer

Good Team Handling Skills Spoke for Client Escalation

Sharing the Rag Report with Management

Managing The Progressive Dialer and skill set according to performance

Doing the fun activity and creative the good environment for work

**Academic Credentials**

2011 10th from, R.S.B.V School CBSE board

2013 12th from R.S.B.V School CBSE board

2017 Graduate in Bachelor of Arts from Delhi University

**Personal Details**

Name : Karan

Father’s Name : Mr. Vishnu

Date of Birth : 30, August 1995

Gender : Male

Marital Status : Single

Nationality : Indian

Languages Known : Hindi, English

Karan Place