Shyam Singh

**Mobile:** +91 9888831030,9414251035 **E-Mail:** shyamsingh944@gmail.com

**Worked in the areas of Process Improvement/Cross Sales/ SLA Management in Telecom / with multiple organisations of high repute**

**Profile**

**CAREER CONTOUR**

**Yuvraj international**

**From Jan, 2020 to current**

**Designation:- Relationship Manager**

**Location: Ludhiana Punjab**

**Profile:** Maintain the relation with clients as well as collect old dues and sell new product and take order

Widely range like Bangalore Chennai Hyderabad Kerla UP east west Jammu Kashmir Himachal Rajasthan and rest of the location are in map.

We need to visit on timely response and Collect all old dues or pending amount.

**Aviva Life Insurance India Pvt. Ltd. From: Jan, 2019 to Dec, 2019**

**Designation: - Sales Manger Location: Ludhiana**

**Profile: Direct Sales Channel**

It’s a direct sales channel where we recruit the candidate to generate the business and revenue as well for the organization.

Also follow up with the client on call and physically meeting outside on daily basis. Generate the bossiness and revenue that is the main process.

**Capline Services Pvt Ltd**

**Designation: Sr Process Associate**

**Location: Noida**

**From SEP 2018 to Jan 2019**

**Profile:**

**US Health insurance**

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Its a credentialing process where we called to us insurance company to confirm the provider account activity. Also confirm about the plan which they are allocated.

It's completely outbound process to calling insurance company from provider side. Maintain the confidentiality and database of process.

**Vodafone India Service Pvt. Ltd. From: April, 2016 to Aug, 2018**

**Designation: - Executive Location: Ahmedabad**

**Profile:**

**Enterprise Porting – Vodafone UK**

In this process we handle the request which is received from Enterprise / Corporate customer for Bill Plan Change, addition / deletion of service packages, PAC (Port Authorization Code) generation, Disconnection Request, Address Change, Bill System Change, Ordering & Delivering of New Handsets / SIMs to the customers.

**Roles & Responsibilities:**

* Driving SLA performance of the process, ensuring a high-quality customer experience, elevating customer satisfaction, while adhering to the SLA’s and work processes thus managing cost-effective operations.
* Weekly reviews and discussion with internal management and client on process and performance management
* Preparing Weekly and Monthly reports for process
* Implementing quality improvement measures for continual improvement in the transactions processed.
* Ensures the completion of urgent issues and escalations on priority basis by continuous client interactions and account managers and different departments in UK.
* Doing email audits and quality check on the transactions performed to ensure no errors are made.
* Use to conduct refresher trainings for the advisors for new updates and to maintain the quality of the process

**Genpact India – From: Sep,2012 to March, 2014**

**Designation: - Process associate Location: Jaipur**

**Profile:**

Was the part of the team whereby we use to handle documentation process for loans and mortgage also do verification in loans for Australian banking process.

**Roles & Responsibilities:**

* Prepared Daily MIS and published it to Top management.
* Handled queries and complaints.
* User to prepare Monthly and Daily reports
* Research/ study on various aspects of projects
* Preparing and analysing information for the purpose of Management Review.

**SCHOLASTICS**

* **B.A (Bachelors of Arts: English) from MSJ College**, Rajasthan University, March, 2010.
* **HSC** from R.B.S.E Board, Ajmer 2004.
* **SSC** from, R.B.S.E Board, Ajmer 2002.
* Well versed in various MS Office, Internet Applications.

**PERSONAL INFORMATION**

Date of Birth : 10th July, 1989

Languages Known : English, Hindi and Punjabi

Marital Status : Married

Address :H N 70, ST no 3 Bachittar Nagar Jamalpur Chauk Ludhiana Punjab 141010