

Shivam Sharma

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Seeking Team Lead assignments in Business Development / Client Relationship Management with an organisation of high repute

PROFESSIONAL SYNOPSIS

- A dynamic result driven professional with exemplary and consistent track record of success of 5 years having comprehensive experience in sales, operations and customer service of Travel and BPO Sector.
- Possess excellent interpersonal skills that have been put to good use while interacting with clients towards ascertaining requirements and delivering need-based solutions.
- A strategic planner with proven abilities in managing business operations and expertise in determining company's mission & strategic direction.
- Adept in managing operations including taking care of the Escalations on floor and over calls.
- Detail oriented with excellent relationship management.
- A keen communicator with honed problem solving and analytical abilities
- A quick learner with abilities to work in a team environment and under strict deadline

PROFICIENCY FORTE

Business Processing Outsourcing

- Expertise in identifying opportunities in process for improvement and executing Operational Excellence and Best Practices.
- A Keen planner with a track record of developing operational policies/ norms, system and control, RNRs & Customer Service Standards.
- Skilled in looking after Attrition control, hiring and training of new joiners, along with conflict resolutions, implemented PIP data on the system, shared monthly rating, appraisal discussions and assign performance rating as per the KPIs along with deciding the KPIs for team.

Travel Trade

- Sharp and Energetic travel agent successful at troubleshooting and handling customer support issues in timely manner.
- Bilingual and Well-Traveller with active listening and Interpersonal skills.
- An expert in designing Itineraries of Domestic and Global destinations.
- Adept at Conflict resolutions related to Hotel Operations, Management and accommodations during peak travel seasons.

Team Management

- Leading, mentoring, training & monitoring the performance of team members to ensure efficiency in process operations and meeting of individual & group targets.
 - Creating and sustaining a dynamic environment that fosters development opportunities and motivates high performance amongst team members.
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EMPLOYMENT Details

Cogent E Services Pvt. Ltd. Jan'19 Till Date

Cogent E-services Private Limited is a Private incorporated on 15 June 2004. It is classified as Non-govt company and is registered at Registrar of Companies, Delhi. Its authorized share capital is Rs. 15,000,000 and its paid-up capital is Rs. 8,050,490. It is involved in Data processing. [This includes the processing or tabulation of all types of data. Provision of such services on (i) an hourly or time -share basis, and (ii) management or operation of data processing facilities of others on a time-sharing basis; on a fee or contract basis].

Post Sales Team Lead- Domestic Holidays (Client – Yatra Online Pvt. Ltd.)

Accountabilities:

- Handling Post Sales Operations process of Domestic Holidays.
- Managing entire Post Sales Team to ensure individual KPIs are met to achieve the business KPIs and deliver seamless customer experience. The PST includes 23 on out sourced payroll
- Ensuring the hygiene of a booking is maintained at various levels of post sales during processing of booking by Mentoring the Quality Check, On-boarding, Booking processing Team – FIT (Free Independent Travelers) and GIT (Group Inclusive Tours), Payment Collection and Reconfirmation Teams.
- Co-ordinate with Sales team to highlight bookings that are still pending in sales bucket and ensure same is pushed to post sales bucket within defined timelines.
- Validating the booked losses and publishing the losses incurred in bookings due to miss at any team- Sales (Vendor wise), Operations or Products.
- Daily tracking of top call drivers for ensuring corrective & pre-emptive steps are taken well in time to ensure adherence of QRC and Quality.
- Doing Monthly and quarterly analysis on the agent's performance and share the Area of improvement with agents to ensure improvement in productivity.
- Relation Building with Vendor to ensure solutions are received for escalated cases immediately and to increase Sales declared margins of booking by negotiating best rates from multiple vendors.
- Involved in process improvement plan with Quality, Training and PMG.

Yatra Online Pvt. Ltd. Jan'18 Till Dec'18

Yatra is a leading online travel company in India providing a 'best in class' customer experience with the goal to be 'India's Travel Planner'. Being a strong and "trusted" travel brand of India, its strengths include a large and loyal customer base, a multi-channel platform for leisure and business travelers, a robust mobile eco-system for a spectrum of travelers and suppliers, a strong technology platform designed to deliver a high level of scalability and innovation.

Travel Consultant – Domestic Holidays

Accountabilities:

- Timely addressing of client's queries, complaints and Issues to provide appropriate solutions best suited to client's needs and demands.
- Arranging accommodations and customizing packages for group, couples and solo travelers.
- Developing a loyal clientele base by being a one-point contact catering to all their travel needs within the required budgets.
- Providing exemplary customer service to new and existing clients, which resulted in lasting relationships and repeat travelers every season.

Thomas Cook (India) Ltd. is an Indian travel agency, headquartered in Mumbai, India. It offers a range of travel services including Foreign Exchange, International and Domestic Holidays, Visa, Passport, Travel Insurance and MICE. Founded in 1881 by Thomas Cook, the founder of the defunct British brand Thomas Cook & Son, who established its first office in India and eventually extended to over 233 locations, in 94 cities across India, Sri Lanka and Mauritius. Thomas Cook India is a subsidiary of Fairfax Financial Holdings Limited, through its wholly owned subsidiary, Fairbridge Capital (Mauritius) Limited, and its controlled affiliates which holds 67.61%.

Customer Service Associate

Accountabilities:

- Utilized exceptional communication to connect with customers, assess needs and present solutions.
- Always exhibited exceptional customer service, including addressing customer grievances and ensuring resolution.
- Modified and refined the present offerings and operational practices to meet the customer's changing requirements.
- Adhered to company's policies and safety standards.
- Processed accurate and efficient sales and return transactions to facilitate customer's satisfaction.
- Helped Team Leads to drive monthly sales goals and achieve the targets.

SCHOLASTICS

- Bachelor of Commerce from Chaudhary Charn Singh University, Meerut, UP (2016)
- High School Diploma from Khalsa Public School, Saharanpur, UP (2013).

PERSONAL Profile

Date of Birth: 20th March, 1993

Languages Known: Hindi, English, Punjabi

Permanent Address: House No. 72, Beri Bagh, Saharanpur, UP 247001

(Shivam Sharma)