* 14 years of work-experience in Service Delivery & Operations.
* A Customer Success advocate responsible for all aspects of the customer relationship experience, driving positive and profitable customer behavior through initiatives such as , Upsell & Cross-sell campaigns customer retention, customer loyalty programs,
* Strong Leadership and People Management skills.
* Stakeholder Relationship Management with senior management (external and internal)
* Demonstrated excellence in recommending process improvements for creating & delivering better productivity and quality to enhance customer experience

##### Achievements:

* Winner of CEO premier League 8 contest with S2S achievement of 135% ,Team has delivered S2S volume of Rs (**315 crs vs 260cr**) with **55 Cr** incremental volume till Oct.
* Winner of CEO premier League 7 contest with S2S achievement of 145% ,Team has delivered S2S volume of Rs (**400 crs vs 306cr**) with **94 Cr** incremental volume in last financial year.
* Inititated new process in Dec18 ,which is now generating additional x-sell volume of 5 crore monthly.
* Managing GEMS (C\_SAT)@ Pan-India Level where detractor improve by 60% in last 1 year.
* Received **Leader of the year Award** for 2018.
* Winner of **People Manager Award** for 2017.
* Winner of Captain Award for 2015.
* Received an appreciation letter from CEO for 55% improvement in AHT for 0-2 Mob.
* Received Best Project of the year Award - Simplean certified for Mentoring restructuring programme.
* Intiated process which help to reduce AHT and imrove customer Experience like Click to call ,call back call drop and EBP team and call back on high wait.
* Consecutive recognition for 4 years (2014-2018) through GE’s Above & Beyond platform.

**Work Experience – 2005 to Present - SBI Cards**

**2018 - Present Sr. Manager Contact Center**

* Currently leading the entire Sales \_Inbound and outbound with C-sat team,click to call,high wait and reward team,overall team span of 110.
* Managing Cross-sell & upsell initiative.
* Managing C-Sat as a key success metric . Evaluating SOPs & optimized throughputs for service excellence.
* Monitor and analyze daily performance and ensuring Process Metrics specifically S2S, AHT Call Quality and C\_SAT for teams are met.
* People management, ensuring high employee motivation and morale through rigorous feedback, counseling, one-on-ones and team huddles and skip session.
* Driving Sales numbers and ensuring targets are achieved month on month by arranging regular feedback and team huddles with Team leads.
* Ensure team complies with all quality standards and performance measures.
* Co-ordinate with internal stakeholders to accomplish the required task.

**2012-2018**

* Managing different verticals (Servicing, Inbound/Outbound Sales ) within SBI Card Contact Center, managing team span’s ranging from 18-60 and contributing to various function level and team level successes.
* Support the overall business delivery by ensuring high quality scheduling, rostering, reporting and modelling of current and future forecasts. Ensure the most optimal use of its workforce and responsible for effective delivery of SL and ABN as per business metrics.

**2008-20012** • Individual contributor role at SBI Card Contact Center ,worked as Subject matter expert where identified and fixed number of process gaps and process improvement.

**2005-2008** • Individual contributor role at SBI Card Contact Center.

**Precedings Assisgnements:**

Organization: Spanco teleservices private ltd. Apr2004toJune 2005

Designation: Customer Care Executive with Punjab National Bank.

**Scholastic Record**

* B.Com from Delhi University
* XII from C.B.S.E Board
* Xth from I.C.S.E. Board

**Trainings -**

* Good to Great Leader
* Foundation of Leadership (FOL)
* Hiring the Right People
* Leader of people ( LOP )
* Effective Coaching Skills.
* Excellence at GE