**RESUME:**

# KULDIP GROVER

# Contact Address: -

# Permanent: Near P.S.E.B., Dharamshala Street, Goniana Mandi, Distt.Bathinda-151201.

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**OBJECTIVES:**

To excel in the realm of Telecom and exploit all my ken and experience to contribute in progress of company and develop myself as a better professional. To work in an esteemed organization where personal and professional growth is rewarded with enhanced responsibility.

**PROFESSIONAL QUALIFICATION:**

* Master of Computer Application (MCA) from Punjab Technical University, Jalandhar in 2006.
* Master of Science (Information Technology) with from Punjab Technical University, Jalandhar in 2003.

**EDUCATIONAL QUALIFICATION:**

* Bachelor of Commerce Degree from Punjabi University Patiala in 2001.

**WORK EXPERIENCE:**

1. **Currently working with Securtrix Global Private Limited as Asst. Manager - ASM from 1st Aug 2020 Onwards.**

**Job Responsibilities:**

* Responsible for finding and making new Distributors for Bathinda Zone at various Locations.
* Handling TSM in Liu of getting the Primary done from Distributors and Distributors Investment in company Products.
* Responsible for retailer visit with TSM for proper retailing and Treasury done by Retailers.
* Responsible for achieving 100% Targets of Primary and Treasury given by company.

1. **Worked with Reliance JIO Infocomm Ltd Bathinda as Asst. Manager - On Boarding Lead (CSD) from 20th Dec 2018 Onwards.**

**Job Responsibilities:**

* Handling Individual/Enterprise/Corporate customers and providing appropriate services and solutions to them at satisfactory level for Bathinda Area/Zone.
* Handling Postpaid Enterprise Customers and ensuring the 100% collection of Postpaid Bill form them. Also Ensuring the 100% Recharge done by Prepaid Enterprise Customers.
* Responsible for proper compliant documentation and activations of customer as per TERM relating to POI & POA.
* Implementation of all TERM compliance policies Wef. CAF compliance and Documentation.
* Responsible for Timely verification and submission of Enterprises/Corporate Customer’s user List *(as as per TERM’s requirements for corporate user’s verification compliance which is submitted quarterly and half yearly).* Documents are submitted to TERM within time and ensuring 100% submission within TAT.
* Responsible for Minimization DKYC Rejection, MNP Rejections and work upto higher customer service level.

1. **Worked as Asst. Manager in Customer Services Delivery at TATA Teleservices For Bathinda Zone from Jul 2014 to Mar 2017.**

**Job Responsibilities:**

* Responsible for achieving collection and retention of individual and corporate customers for Zone as per the Targets given by Circle office. Retaining the customer by offering appropriate offers to customers.
* Managing collection and retention of various buckets, eg. 1-18, 0-30, 60-90 and 90+.
* Responsible for collection of 11 E2E partners and giving services to them. Resolving customer issues by offering best appropriate services to them.
* Managing various agencies staff and local team for collection and retention.
* Crack high outstanding cases of L2 to reduce flow to Bad debt / recovery from Bad Debts.
* Representing at lok adalat and ensuring resolution of customer disputes/maximum collections.
* Focus on first three bill defaulter & zero bill paid cases with involvement of concerned channel managers
* Ensuring quality of acquisition with de-duping & basic hygiene across the buckets/process.
* Handling Activation and AV-CV team/agencies to ensure minimum default and healthy base.
* Handling AV/CV agency and ensuring 100% vigilant AV within TAT.
* Handling Quarries from field regarding AV and having joint visit in filed on disputed cases.
* Handling DMS agency and ensuring 100% CAF uploading within TAT.
* Handling CSD quarries from field, Prepaid and Postpaid Channels and giving appropriate solution to them within TAT.
* Implementation of all Postpaid/Prepaid documentation Processes at Zones.

1. **Worked as Asst. Manager in Customer Services Delivery at Videocon Telecom Ltd Circle office Mohali taking care of DMS Postpaid Activities, Process Management and Collection for Punjab Circles from Mar 2014 to Jul 14.**

**Job Responsibilities:**

* Handling Overall Collection of Total outstanding.
* Handling Due date collection.
* Responsible for Sending collection MIS to zone and driving them through it.
* Bucket wise collection eg. 1-18, 0-30, 60-90 and 90+ Bucket.
* Responsible for proper documentation of Postpaid CAFs in wrt to POA and POI.
* Implementation of all Postpaid documentation Processes across Circle.
* Implementation of company policies related to CAF filling and CAF logistics.
* Responsible for CAF collection from Zonal office to CAF storage Warehouse.
* Handling all processes related to CAF logistics, Storage and Scanning in Warehouse.
* Ensuring 100% Pre Activation Address Verification of Postpaid customers and ensuring the 95% revert within SLA of 24 hours.
* Ensuring the submission of Active subscriber base to TERM as per guidelines and within SLA as given by TERM.
* Ensuring the audit and submission of 100% sample of CAFS to TERM within SLA as quarried by TERM.
* Ensuring timely barring and unbarring of MDNs on the basis of AV Audit.
* Address Verification Agencies Management: Selection of AV/CV agencies, Training to FOS, assuring updation of results within SLA.
* Assuring correct address verification through Audit Re-AVs, Re-AVs of Bill not delivered and FTB & STB bill not paid cases.
* Team Management wrt to Process Training, Problem Resolution and Policies Implementation.
* Ensuring the physical visit of all Postpaid customers and updation in system.
* Handling Postpaid documentation AV Related quarries from field.

1. **Worked as Asst. Manager Acquisition Process Interface (Customer Services Delivery) at Reliance Communications Ltd(Chandigarh) HUB Office(for PB, HR, HP and JK Circles) 21st Feb 2008 to Mar 2014.**

(including additional responsibility as CSD Head of Bathinda Zone from from 26th Nov’12 to Mar 14)

**Job Responsibilities:**

* Ensuring the replication of all Postpaid API Processes across HUB(Circles Haryana, Punjab, Jammu & Kashmir and Himachal Pradesh).
* Ensuring proper documentation of Postpaid CAFs in both CDMA and GSM wrt to POA and POI.
* Ensuring the Implementation of company policies related to CAF filling and CAF logistics across HUB.
* Handling circle agency for CAF related backend operations across Haryana.
* Responsible for CAF collection through distribution points to Clusters and later from Cluster to CAF storage warehouse.
* Follow-ups from clusters for caf submission with in TAT.
* Handling all processes related to CAF logistics, Storage and Scanning in Warehouse.
* Implementation of Business process guided by TERM. Providing the active database to TERM and ensuring 100% submission of CAFs to TERM .
* Responsible for Tele-verification and physical verification of 10% Prepaid Customers.
* Ensuring 100% Post Activation Verification of Postpaid Subscriber base.
* Ensuring the submission of Active subscriber base to TERM as per guidelines and within SLA as given by TERM.
* Ensuring the audit and submission of 100% sample of CAFS to TERM within SLA as quarried by TERM.
* Implementing Credit Limit norms through Credit Verification for all Positive AVs.
* Ensuring timely barring and unbarring of MDNs on the basis of AV and CAF collection.
* Address Verification Agencies Management: Selection of AV CV agencies, Training to FOS, assuring results within SLA.
* Assuring correct address verification through Audit Re-AVs, Re-AVs of Bill not delivered and First, Second and Third bill not paid cases.
* Handling 1st 3 Bill collection.
* Team Management wrt to Process Training, Problem Resolution and Policies Implementation.
* Following the sales reversal process and ensuring the fraudulent customer Sales reversal timely.

1. **Worked as FMS-Executive in Customer Services Delivery at Bharti Airtel Ltd Head Office Punjab Circle, Mohali from 24th Jul 2006 to 18th Feb 2008).**

Job Responsibilities:

* Fraud Control Through Pre-Check, Events alarms, call pattern review & analysis & VAS SMS usage tracking. Updating DASH board & MIS of closure cases for Event Alarms. YB project of Tracking defaulted addresses of fraudulent customers
* Cheque Bounce Analysis. Tacking of Fraudulent customers having regular Cheque Bounce History. Stopping the Fraud cheque payments. Maintaining the Hot listed series of suspected cheques and circulating to concerned Department to stop fraudulent Payments.
* Timely resolution to internal and external customer % age of escalations. Ensuring timely closing SR’s in ECRM, Handling queries through FMS query handling Mail cases & intimated to customer for same before action, Closure of internal quarries.
* Maintaining Complete & updated list of all subscriber of service.
* Maintaining Bulk subscriber activation report
* Maintaining CLIR updated list
* Maintaining Foreign national subscriber report
* Maintaining Heavy User Report (Cash / Recharge based).

1. **Worked as FMS-Executive(Associate) in Customer Services Delivery at Bharti Airtel Ltd Head Office Punjab Circle, Mohali from 23rd Jan 2006 to 23rd Jul 2006.)**

Job Responsibilities:

* Fraud Control Through Pre-Check, Events alarms, call pattern review & analysis & VAS SMS usage tracking. Updating DASH board & MIS of closure cases for Event Alarms. YB project of Tracking defaulted addresses of fraudulent customers
* Cheque Bounce Analysis. Tacking of Fraudulent customers having regular Cheque Bounce History. Stopping the Fraud cheque payments. Maintaining the Hot listed series of suspected cheques and circulating to concerned Department to stop fraudulent Payments.
* Timely resolution to internal and external customer % age of escalations. Ensuring timely closing SR’s in ECRM, Handling queries through FMS query handling Mail cases & intimated to customer for same before action, Closure of internal quarries.
* Maintaining Complete & updated list of all subscriber of service.
* Maintaining Bulk subscriber activation report
* Maintaining CLIR updated list
* Maintaining Foreign national subscriber report
* Maintaining Heavy User Report (Cash / Recharge based)

**TECHNICAL SKILLS:**

* BACK END - Proficient in MS- ACCESS 2007, MS Excel, Power Point, MS Word.

PERSONAL DETAILS

Father’s Name : Late Sh. Karam Singh Grover.

Date of Birth : 10th Aug., 1978.

Sex : Male.

Marital Status : Married.

Nationality : Indian.

Languages Known : English, Punjabi, Hindi.

Hobbies : Cricket, Music.

Strengths : Quest for achieving goals through

Continuous hard work & efforts.

Desired work Place : Anywhere in north India.

(**KULDIP GROVER)**