

NICCON GHOSH

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Summary

Dedicated Team Leader with expertise in quality assurance initiatives, issue resolution and interpersonal communication. Proficient with [Software], [Skill] and [Area of expertise]. Focused Team Leader bringing [Number]-background in [Type] management. Adept at reviewing team analytics and devising improvement strategies to increase productivity. Skilled coach and trainer committed to helping employees reach maximum potential. Energetic and reliable [Job Title] well-trained and excelling in high-end merchandise environments. Proven performer able to leverage superior communication and relationship-building strengths to increase and retain long-term, loyal customers. Customer service and sales expert who identifies customer needs and delivers solutions to problems. Customer Service Associate knowledgeable of the latest trends in the market. Successful at converting calls into new sales. Personable Customer Service Associate dedicated to providing the highest level of customer service. Outgoing, and efficient with the capacity to multi-task. Personable and deadline-drive Customer Service Representative experienced in working in a fast-paced environment. Solid team player who offers a positive and cooperative attitude. [Job Title] who is highly energetic, outgoing and detail-oriented. Handles multiple responsibilities simultaneously while providing exceptional customer service.

Skills

- Proficient in [Technology]
- Client support
- Process improvement
- Issue resolution
- Team supervision
- Automatic call distribution ACD system
- Cheerful and energetic
- Inbound and outbound calling
- High-energy attitude
- Superior communication skills
- Strong communication skills
- Excellent multi-tasker
- Effective team player
- Time management

Experience

Team Leader Jun 2016 to Current
Tele Access e-Services Private Limited – Mumbai, MH

- Communicated and coordinated with multiple departments to achieve [Result].
- Offered constructive criticism regarding quality assurance on collections team phone calls.
- Analyzed employee workloads to meet seasonal fluctuation needs.
- Promoted to leadership position in recognition of strong work ethic and demonstrated ability to provide exceptional customer service.
- Compiled weekly monetary reports and records for store managers.
- Communicated store policy violations to the leadership team in a timely manner.
- Directed strategic and brand-appropriate marketing initiatives to improve presentation and maximize sales.
- Worked under strict deadlines and responded to service requests and emergency call-outs.
- Offered direction and gave constructive feedback to motivate team members.
- Managed quality communication, customer support and product representation for each client.
- Completed floor replenishment to guarantee size availability and promote customer satisfaction.
- Assisted customers with store and product complaints.

- Team Lead** Feb 2014 to May 2016
Tirupati Balaji Builders & Developers Pvt. Ltd. – Vichumbe, MH
- Developed open and professional relationships with team members, enabling improved and more effective issue resolution.
 - Fostered positive employee relationships through effective communication, training and development coaching.
 - Analyzed employee workloads to meet seasonal fluctuation needs.
 - Provided leadership and direction for employees, supervising activities to drive productivity and efficiency.
 - Offered constructive criticism regarding quality assurance on collections team phone calls.
 - Integrated process improvements to increase overall workflow.
 - Promoted to leadership position in recognition of strong work ethic and demonstrated ability to provide exceptional customer service.
 - Enforced adherence to company policies, answered coworkers' questions and trained new personnel.
 - Assessed, identified, motivated and empowered team members to perform in a manner that builds customer satisfaction and loyalty, leading to retention and growth.
 - Compiled weekly monetary reports and records for store managers.
 - Completed preventative maintenance to enhance performance.
 - Established maintenance plans and oversaw repair work to maintain productivity.

- Team Coach** Feb 2012 to Feb 2015
Excel Infoways Ltd – Mumbai, MH
- Streamlined operational efficiencies by developing and implementing customer service protocols and standards.
 - Aided senior leadership by developing sales forecasts utilizing analytics and sales representative feedback.
 - Streamlined operational efficiencies, tracking weekly sales to develop senior leadership reports for corrective action planning.
 - Ensured client satisfaction ratings by quickly offering proactive resolution ideas while driving actionable responses to questions, concerns or challenges.
 - Identified lucrative business prospects through cold calling, networking, marketing and database leads.
 - Managed organization's largest region and performed full sales cycle duties, increasing annual sales by 60%.
 - Planned and executed national sales department improvements, updating the company's approach to marketing, cost analysis, presentations and territory establishment.
 - Maintained a strong understanding of competitors, their offerings and their presence in assigned territory.

Education and Training

Bachelor of Arts
K K Handique State Open University – Guwahati, AS

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**Regards,
Niccon Ghosh,**

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