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**SYED IMRAN**

Contact number: +91 8050475707

Email-Id: syed.imaan3@gmail.com / isyed1796@gmail.com

Present Address: 555, Bilawardahalli, 1st cross, Bannergatta, BLR :- 560083

Profile Snapshot

* Experienced professional with a successful career in banking, business development, and administration.
* Excel at interfacing with others at all levels to ensure organizational goals are attained.
* Proactive approach has resulted in capturing numerous accounts and expanding client base.
* Possess excellent interpersonal, analytic, and organizational skills.
* Excel within highly competitive environments where leadership skills are the keys to success.
* An effective manager with the skills necessary to direct, train, and motivate staff to its fullest potential

Highest Qualification

**Masters of Business Administration** (MBA, Finance &Banking) - from Karnataka state Open University – Mysore

**Bachelor of commerce** (BBM, Finance) –Kamala Bai Degree College – Bangalore University – 2013

Computer Skill Set:

Operating System : Win XP, Vista, Win-7, 8 &10

Desktop Packages :Ms-Office, Word, Excel, PowerPoint & Outlook.

**Professional Experience:**

Worked As: CSR at Standard Chartered Bank (Scope International) from Aug 2013 till Oct 2014 (1year and 2months )

**Job Responsibilities:**

* + To Attend the inbound calls of customers in Retail Liabilities and process the queries & requests to customer's satisfaction
	+ To identify and convert the opportunities for cross selling (banking product) on customer's call
	+ Responsible for quality communication and customer servicing within laid down productivity and service benchmarks.
	+ Ensure customer delight and consistent service experience, including timely resolution of customer queries/issues.
	+ Complete the logs specified by the process (End-of-day target)
	+ Adherence to Information Security norms & quality process norms.
	+ To be aware of and comply with any updates about the process
	+ Act on the feedback given by Team Leader/Team Coach or Quality or on the coaching provided to the team as guidelines for improving performance

**Professional Experience:**

Worked as : Sr. CSR at profit advisor from Nov 2014 till May 2016 Bangalore ( 1.7 years)

Job Responsibilities:

* Resolve customer complaints via phone, email, mail, or social media.
* Use telephones to reach out to customers and verify account information.
* Greet customers warmly and ascertain problem or reason for calling.
* Cancel or upgrade accounts.
* Assist with placement of orders, refunds, or exchanges.
* Advise on company information.
* Take payment information and other pertinent information such as addresses and phone numbers.
* Place or cancel orders.
* Answer questions about warranties or terms of sale.
* Act as the company gatekeeper.
* Suggest solutions when a product malfunctions.
* Handle product recalls.
* Attempt to persuade customer to reconsider cancellation.
* Inform customer of deals and promotions.
* Sell products and services.
* Utilize computer technology to handle high call volumes.
* Work with customer service manager to ensure proper customer service is being delivered.
* Close out or open call records.
* Compile reports on overall customer satisfaction.
* Read from scripts.
* Handle changes in policies or renewals

**GrabOnRent ( E-Commece )**

Worked as : Team lead at GrabOnRent and Promoted to Customer service Manager.

Tenure: May 2016 To Till date.

**Core Qualifications**

* Strong team-building skills
* Able to effectively assess operational inefficiencies
* Exceptionally talented at devising appropriate goals
* Good knowledge of measurable tasks
* Competent at social oral and written communication
* Excellent goal tracking and report writing
* **ROLES & RESPONSIBILITIES**
* Monitoring agent productivity on daily basis through cloud agent, which includes (login hours, nor of calls taken and calls abundant, break exceeds ext)
* Taking team meetings and providing necessary updates to the team on daily basis.
* Providing feedback to the agents on low quality scores and track their improvement by monitoring calls of the agents.
* Maintain a professional atmosphere on the floor and train new agents about professionalism
* Very particular about shift timings, break exceeds, login hours, fatal marked calls, social media escalations ext.
* Very good and professional at handling the escalation calls.
* Assign tasks to the individual and the team as per company requirements.
* PKT( process knowledge test) will be given to all the agents to understand the process knowledge of all the agents.
* Great at driving the team to complete the individual and team tasks.
* Great at ticket handling on fresh desk, pulling up reports on fresh desk and check with the productivity of the agents on day to day basis.
* Help the team to achieve their KRA (Key Result Area )
* Worked in different Application: Oracle CRM, Fresh desk, Fresh chat, lead squared, Chatra Twakto, tabaleo etc.

INTERESTS AND HOBBIES

* Listening Music
* Traveling
* Watching Movies

Passport Details:

Passport No : N4050992

Personal Particulars

* Name : Syed Imran
* Religion : ISLAM
* Marital Status : Unmarried.
* Date of Birth : 15th July 1992
* E-Mail ID :syed.imaan3@gmail.com
* Languages Known: English, Hindi, Kannada and Urdu. (Arabic –only to READ)
* Contact Number :+91 8050475707
* Present Address : Same as present Address

References

Will be provided on request.

Declaration

I hereby declare that the above information provided is true to the best of my knowledge.

Place:

Date: (Syed Imran)