

RAJU CHETRY

Team Manager, Operations

Career Summary

I am Team Manager with a Bachelor of Commerce Degree and having 8+ years of work experience in client services, Operations Consulting, People Leadership encompassing performance evaluations, coaching & development, accounting, knowledge of KYC and attaining client calls to know the client needs.

Core Competencies

- Technical aspect of job entailed efficient delivery of program targets and empower others to perform the mission establish long-term vision and manage multiple priorities tailor resources to organizations and programs.
- Responsible for analysing, building, testing and delivering client targets, eliminating unnecessary procedures & accordingly working towards client's requirements.
- Proficient in managing teams for mentoring them to be able to work as per the SLA's with the client and develop service standards for business excellence.
- Deft in handling back office transactions, live call customer interactions overall functioning of processes & implementing processes in line with the policies.
- Possess excellent interpersonal, communication & organizational skills with proven abilities in team management, client relationship management.
- Believes in Knowledge sharing and growing in Synergy with team.
- Good documentation and written/verbal communication skills.
- Good knowledge of MS- Excel, Word and outlook.
- Attaining client calls to know their requirements and sharing the changes which are required for process betterment.

Professional Experience

From- To	June 2018 till April 2020
Role Title	Sr.Team Manager
Organization	Globiva

- **Roles and Responsibility**
 - Maintained above average rating by maintain scores ad business partner services.
 - People Management, Engagement and Execution by setting up the expectation and working on the goals.
 - Content delivery and development for the employees to improve their understanding about the work and drive performance.
 - Identifying the opportunities and key areas to focus on and work on its improvements. Such as skill issues to be enhanced by coaching and feedback and will issue to be improved by motivation.

- Understanding and implementing new changes as per the guidelines by the client.
- Making the agent understand the criticality of each case so that they can self assess before completing any cases.
- Attaining client quality call, Strategy call and Escalation calls for the process.

From- To	December 2012 till March 2018
Role Title	Team Leader
Organization	Convergys India Services Pvt. Limited

- **Roles and Responsibilities (Team Manager)**

- Maintained above average ratings by maintaining scores and sales with excellent communication & customer service skills on chat and call.
- Manage the Team and drive performance as per the business requirement.
- People Management, Engagement and Execution. Setting up the expectation and working on the goals.
- Content delivery and development for the employees to improve their understanding about the work and drive performance.
- Identifying the opportunities and key areas to focus on and work on its improvements. Such as skill issues to be enhanced by coaching and feedback and will issue to be improved by motivation.
- Motivating the agents for the better performance and drive the numbers by the perks and the identifications or the long time goal of the associate.
- Supporting the team members to enhance and groom their personality all together as an individual.
- Understanding and implementing new changes as per the guidelines by the client.
- Analysis of data and implementation of outlier management to bring the scores of the team up.
- Making sure that the agent comes to office and gives the deliverables and eliminates all behavioural issues.

- **Roles and Responsibilities (Sr. Customer Care Officer)**

- Handling queries through online chats for US customers and making calls to verify the account and providing troubleshooting steps to the customer.
- Providing assistance to the customers to manage their online account.
- Providing online steps to make payments and to set up their DVR or TV services.
- Assisting customers on internet, emails and WiFi issues also upselling product by informing them promotional packages on chat.
- Taking payments over the chats through secure link.
- Keep myself updated about the knowledge of product line and service offerings. Current products and new schemes.
- Achieved target to delivering 88% above resolution with 85% quality.

- **Achievements**

- Promoted as Sr. Customer Care Officer within 6 months and became Chat Specialist after 1 year by maintaining top rating on scorecard.
- Won multiple monthly RNRs as Superstar of the month & quarter certificate.
- Work as an SME and escorted the new hires to come up to the learning curve.
- Promoted as a Team Manager Intern.
- **Promoted as a Team Manager within 13 days**

From- To	Jan 2012- November 2012
Role Title	Associate
Organization	Arvato Bertelsman

- **Roles and Responsibilities**

- Delivered world class customer service through email.
- Handling queries through emails for Europe customers.
- Managing customers' flight bookings and handling queries about change or cancellation of tickets.
- Focusing on customer satisfaction rate by adhering to the policies
- Assistance on credit back, rate chart issues, delay or cancellation of flight compensations for Europe.
- Escalating onboard injury to the client and reverting on complaint emails in case of issue with attendants or crew or disruption of flights.

Education

- **Bachelor of Commerce**
Guwahati Commerce college
- **Secondary School**
Icon Academy
- **High School**
Don Bosco High School, Assam

Honors and Awards

- Won Super Star of the month (multiple times)
- Star of the Quarter (Jan-Mar'15)
- Best Team Manager of the year- 2017
- National Player of Badminton

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