



Harsh Jain

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Objective

To enhance my professional skills, capabilities and knowledge in an organization which recognizes the value of hard work and trusts me with responsibilities and challenges.

Experience

- **Cyfuture** 2019 - Present
Assistant Team Leader

Here I am taking care of my 20 members team in CF Chat process managing daily scheduled and organised operation activities. Prepare daily, weekly and monthly Report and announce the monthly R&R with the management.

Brief Job Responsibilities:-

- Manage Shrinkage , Attrition and Real time agent login status.
- Daily interaction with clients about our performance of last day and Resolve L2 queries.
- Announce attractive plans to motivate my team.
- Work on Team, People and Conflict Management.
- Maintain the KPI and KRA of my Team which was given by our clients.
- Taking care of AHT, C-sat, chat count of every individual.
- Maintaining the quality of my Team and close daily feedbacks.

- **Cyfuture** November-2018 - September-2019
Escalation Desk Support

Job Responsibilities :-

- Deal with Grievance, Fraud, Social media Escalation and Resolve L2 queries
- Conduct buddy up for new employees and give the process training
- Monitoring the voice Team performance and follow ups on escalation cases.
- Taking care of ACHT and Quality of aligned Team.

- **Aegis Ltd.** March-2018 - August-2018
SME (Subject Matter Expert)

Job Responsibilities :-

- Conduct Pre and Post Shift Briefing and manage the quality and process session.
- Taking care of Shift adherence , Shrinkage and Attrition.
- Work on Team, people and conflict management.
- Work on theft and fraudulent activities with my client and taking care of L2 queries
- Work on meet the Service level agreement and Answering level agreement
- Manage the ACHT, Wrap and Hold duration of my Team and close the daily feedbacks.

- **Aegis Ltd.**
Operation Executive

2017 - 2018

Job Responsibilities:-

- Resolve L1 query.
- Share the customer's feedback with my supervisor.
- Dealing with social media escalation.

Education

- **S.S.V (Pg) college, Hapur**
Bachelor of commerce
62.5%2018
- **U.P Board, T.S.S Inter College, Hapur**
Intermediate
75%2015
- **U.P Board, T.S.S Inter College, Hapur**
High School
70%2013

Skills

- Decision Making.
- Problem Solving.
- Learning and adaptive nature.
- MS-Office
- Analysis and assessment

Achievements & Awards

- Got My 1st promotion within 3 months in Aegis, Promote from Operation Executive to SME
- Got My 1st promotion within 6 months in Cyfuture, Promote from Escalation Desk Support to Assistant Team Leader.

Language

- English
- Hindi

Interests

- Photography
- Poetry
- Blogging