

ABHISHEK DUBEY

Sr. Executive (SME)

Personal Info

Address:

Room No 402,
RBS Building
U-Block
Gurugram
(Haryana)
122002

Phone:

8802166022 , 8076151635

Email:

AbhishekDubey105@gmail.com

Language:

English
Hindi

Core Competencies:

Customer service
Complaints management
Root cause Analysis (RCA)
Time management
Taking Extra initiatives
Clear communication skill and
positive attitude
Decision making

Professional Training:

Art of Feedback
Time management

To obtain a challenging position in a dynamic organization and be an integral part of growth oriented entity and to utilize and grow my analytical , research and Technical skill in system Administration with full-fledged and dignity.

Experience:

SBI Card: Nov. 2015- Present

Sr. Executive. (Subject Matter Expert) Jun 2017- Present

Key Responsibility -

- Resolving customer's complaints on high priority
- Analysis of process gaps.
- Provide the training where agents required
- Giving feedback to agent to maintain the call quality
- Giving download to agents about changes in the process
- Evaluation of agents call on customer's complaint
- Preparing RCA of high escalated cases
- Taking an extra initiative to decrease the inventory and customers complaints

Executive (Customer Service- Sales) Nov 2015- May 2017

Key Responsibility:

- Statement clarification
- To sale the SBI Card products like Encash, BT, Flexipay
- Providing a proper service with correct information over the call related to credit card.

Manappuram Finance Limited: Oct. 2013- Jan2015

Asst. Branch Head: April 2014- Jan 2015.

Key Responsibility:

- Staff management as well Branch maintenance.
- Approve the loan after all verification
- Evaluation of voucher, cashbook, Cash Stock etc.
- Recovery and sale

Junior Assistant: Oct. 2013 - Apr 2014

Key Responsibility:

- To maintain the cash book, cash stock register
- Appraisal and valuation of gold for loan
- Marketing activities, Acquisition of new customers
- To explain gold loan scheme to customers
- Accounting entry related to gold loan & money transfer

It's all about matter of chance and way to grab it timely and proven to best of self authentic

Academic Qualification:

Academic Qualification	Year	Board OR University
High School	2005	U.P. Board Allahabad
Intermediate	2007	U.P. Board Allahabad
B.Com	2010	D.D.U. Gorakhpur University
M.Com	2014	R.M.L.A.U. Faizabad

Academic Achievements:

Participation in National Seminar held on Right to Education in Kurukshetra University in 2014

Appreciation Certificate by ShriBhagwan Parshuram Jain SevaSamiti, Hishar, Haryana in the field of Educational Performance

Computer Proficiency:

Diploma in Computer Application

CCC from DOEACC Society

M.S. Word & Internet, Excel- Basic and Advance

Personal Details:

Father's Name : Shrinivas Dubey
Date of Birth : 01/03/1992
Marital Status : Unmarried
Religion : Hindu
Nationality : Indian
Hobbies : Roaming at Natural Places and Singing songs

Declaration,

I hereby declare that the above furnished information is authentic to the best of my knowledge & beliefs.

DATE**ABHISHEK DUBEY**

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