**Amit Kumar Singh**

**Communication Details :** Survey no 31 road no 16 Choudhari Nagar Pune - 411015

**Contact No**- 07875829129

**E-Mail Id**-  1988singhamit@gmail.com

**Objective:**

Seeking a position in an organization of repute. The position should augment my acquired management knowledge with constant learning and present me with challenging scenarios, eventually resulting into achievement of organizational goals and my career growth.

**Work Experience:**

**Total Work Exp: 10 Years**

**WNS Global Services Pune : Deputy Manager Operations**

(May 2014 to till now)

**WNS** Limited is a leading Business Process Management (BPM) company. We combine our deep industry knowledge with technology and analytics expertise to co-create innovative, digital-led transformational solutions with clients.

* Monitoring service levels - daily drive of customer service and analysis of chats received
* Daily webchat allocating /monitoring
* Proactively managing performance and enhancing performance of team based on SLA
* Attendance, rostering and leave Management
* Responsible for maintaining and achieving team's SLA target, facilitates and coordinates all team requirements
* Identification of soft skills training needs and responsible for process training/refresher of employees
* Reporting - Internal (Daily statistics)
* Incentive / Performance Management monitoring
* Building relationship within team, people development while maintaining discipline within team
* Responsible for proactively managing service delivery and providing outstanding levels of quality service delivery that are in line with service delivery standard and Client
* Successfully implemented work from home culture due to COVID - 19 and over achieved target for new aligned process

**Universal Training Solutions Pvt. Ltd, Pune - Team Lead**

(Feb 2012 to May 2014)

 UTS is a pioneer in Comprehensive online education, Universal Training Solutions (uts) is promoted by experts in the education industry for its large academic base, flexible online courses & end to end online support.

It has academic alliance with MITSDE Pune Assam Down Town University & Jaipur National University.

**Key Roles:-**

* Handling a team of 10 executives
* Generation of leads through online website chat
* Monitoring calls
* Generating sales through leads from chat and online applicants
* Daily sales reports being shared with Team Manager
* Pre sales check on documentations shared by Prospect
* Completion of sales target for the team and plan for the next day
* Facilitated training to keep sales team successfully closing deals
* Set ambitious sales goal and motivated string performance to keep team growing effectively

**Apconic software Pvt Ltd - Software Developer**

(Sep 2011 to Feb 2012)

**Title :** Rich Ginning

**Description :** This software fulfills the requirement of ginning industry. It fetches data of company from server which includes first weight, second weight, net weight, devices, fields of device, additional details etc and gives facility to apply local configuration like number of charges for calculation payable amount, type of charges, binding material etc. Using local configuration this software calculate payable amount and save record in local database and gives facility to generate excel report and print ticket.

**Role :** Analysis, design and coding.

**Technology :** Core java, ibatis , Java web start

**Database :** H2

**Team size :** 1

**Duration :** 4 months

**Academic Qualification:**

* MCA from Laxmi Narain College of Technology Indore with **73.2** **%**

 Affiliated to RGPV University, Bhopal (M.P.) in 2011.

* Graduation BCA from Maharaja College Ujjain with **65.5%.**

 Affiliated to Makhanlal Chaturvedi University Bhopal (M.P) in 2008.

* Higher Secondary School Certificate from Grasim Hr. SEC. School Nagda with **81.7 %**

 Affiliated to M.P. Board, Bhopal (MP) in 2005.

* High School Certificate from Grasim Hr. SEC. School Nagda with **73.2%**

 Affiliated to M.P. Board, Bhopal (M.P.) in 2003.

**Personal Details:**

**Date of Birth** : 18th July 1988

 **Language Proficiency** : Hindi, English,

**Place: Pune                                                             Amit K. Singh**

**Date:                                                                                                        (Signature)**