**DILAWAR SINGH**

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**PROFILE SUMMARY**

* Highly enthusiastic and focused professional with 11+ years of rich BPO/KPO experience.
* **worked with Genpact as Senior Process Associate.**
* Strong interest in Data analytics and Data Science.
* Rapidly adapt to new technologies and possess knowledge of various analytical tools such as SAS, R, Excel .
* Sound knowledge of data management and basic accounting. Demonstratingstrong numerical, interpretative, analytical and diagnostic skills.
* Keen customer centric approach with zeal to achieve customer delight by following best customer service standards.
* Recognized for demonstrating excellent performance, won appreciations from the management and clients.
* Works effectively with people from diverse professional and cultural backgrounds, and communicate ideas in clear easy to understand terms.
* High-energy, results-oriented professional enthusiastically meeting service level and team work to achieve business and individual goals.
* Resourceful at maintaining relationships with clients to achieve quality product and service.
* Norms by resolving their service-related critical issues.
* Management, customer relationship management and planning.

**CORE SKILLS**

**Customer Service**

**Service Level Management**

**Exception Management**

**Operations Management**

**Training & Mentoring**

**MIS/Report Creation**

**Reward and Recognition**

* Received 3 **Bronze Award** in recognition for exemplary performance
* Recipient of Eklavya Awards and appreciation emails from the client

**Skills**

* Base SAS, SAS function, SAS procedure, SAS Macro, SAS SQL.
* R , Creating a Dataset, Basic Data Management, Basic Statistics.
* statistics: Correlation, Regression, Logistic Regression
* Basic Data management course.
* Basic accounting course.
* Excel, Vlookup, Hlookup, Pivot Table.

**WORK EXPERIENCE**

**Genpact (Since May’2010 TO Oct’2018)**

**Senior Process Associate**

**Process:** BT Financial Group – Wealth Management Wing of Westpac Banking Corporation

**Roles & Responsibilities:**

* (SAS/Proc SQL code) to identify the bank associates who are involved in opening illegal accounts in order to meet there sales targets.
* Gathered requirements from front line unit and prepared BRD (Business requirement document).
* Coordinated with cross functional teams (sales, Finance ,HR) to gather business data and to identify the target population who will fall under this filter.
* Designed the SAS/SQL codes as per business requirements.
* Executed the codes to identify the fraudulent associates.
* Developed a optimized SAS macro to report these cases to the manager of each fraudulent associate.
* Responsible for handling critical cases and exception management.
* Identified the bank employees who are continuously waiving off fine/charges of some customers without any proper business justification
* Performed analysis to track the bank associates who are involved in accessing bank accounts of high profile customers without any proper business justification.
* Managed transaction work-flows, ensuring all the SLA were met.
* Handled customer escalations and queries, providing quarterly and annual sign-offs for issuing financial statements of Westpac Banking Corporation.
* Ensured resolution of complaints/Requests within Service Level Agreement (SLA) with respect to refund to customer.
* Imparted training/domain sessions on Superannuation and Basics of Banking.
* Responsible for maintaining daily production logs.
* Identified process efficiencies and contributing to improve
* Supported Supervisor with any adhoc request/any reporting requirements as and when necessary.
* Created and fostered a healthy environment which facilitates high performance of team.
* Supervised and assisted OJT (On Job Training) candidates to ensure the delivery highest standard of customer service.
* Mentoring new hires and providing floor support.
* Handled Transaction Processing on critical worktypes, Exception Management
* Conducted process trainings.
* Instrumental in updating Training Manuals.

**Sparsh BPO Services Limited (Feb’08-May’10)**

**Customer Care Service Associate**

**Roles & Responsibilities:**

* Provided excellent customer service to improve business performance.
* Understand customer requirements so as to provide appropriate clarifications and solutions.
* Routed and directed customer requests to appropriate personnel.
* Contributed ideas to resolve customer problems to improve productivity.
* Participated in meetings and activities held to improve customer satisfaction and business performance.

**Sparsh BPO Services Limited(Mar’06-Aug’07)**

**Customer Care Executive**

**Roles & Responsibilities:**

* Answered calls professionally to provide information about products and services, or obtain details of complaints.
* Maintained and updated records of customer interactions and transactions, recording details of inquiries, complaints, and comments, as well as actions taken.

**QUALIFICATIONS**

**2001 B.Com** from C.C.S. University, Meerut, Uttar Pradesh, India

**1998 SSC** from CBSE Board, Kendriya Vidyalaya, Meerut, Uttar Pradesh, India

**1996 HSC** from CBSE Board, Kendriya Vidyalaya, Meerut, Uttar Pradesh, India

**PERSONAL DETAILS**

Date of Birth: 4th November, 1981

Languages Known: English & Hindi

Address: **P-13 Mohan Garden Uttam Nagar, Delhi, India**

**Preferred Location: Delhi/ NCR**