

Email: **melbin2sheeba@gmail.com**

- **OBJECTIVE:** Seeking a challenging position that will enable me to utilize and expand my skills and abilities in Employee Background Verification, Financial Services, Banking, Customer Service and Telecom Domain.
- **SUMMARY OF EXPERIENCE:** An overall experience of 13 years spread over different work environments in Background Verifications, Banking, Financial Services, Customer Service, Insurance, Recruitment and Telecom Domain.
 - Having the ability to interact with clients for detailed requirement gathering, analysis of the work requirements
 - Having excellent verbal and written skills. Dynamic and aggressive team player switches strong commitment.
 - Currently Employed with Innovative **Matrix Business Services India Pvt Ltd** as Client Relationship Manager.
 - Awarded Lean Six Sigma Green Belt Certification

▪ **DETAILS OF WORK EXPERIENCE:**

Current Employment:

Matrix Business Services India Pvt Ltd, Chennai

Jan 18 – Till date

Client Relationship Manager

Clients: Banking, Non-banking, Construction and Data service clients

Handling a Banking, Non-banking, IT /ITES, Construction and Data service clients. Building and maintaining relationships with clients and key personnel within customer companies. Conducting business reviews to ensure clients are satisfied with our services.

Matrix Business Services India Pvt Ltd, Chennai

Dec 15 – Dec 17

Operations Manager

Clients: IT, ITES, Healthcare and Banking

Project: Academic Verification

Roles and Responsibilities:

- Handling an Academic verification which includes the period of study, Course completion status and mode of study.
- An Education verification search confirms that the education, training or certificate claims of an applicant are true.

- College and University genuinity will be analyzed based on the document, physical verification and web search. It will be shared as a finding to the Clients and take a final call about the Verification.
- All the Negative or RED verification cases will be validated and finalized to share reports.
- Every Clients having a different TAT, for which will work on it and complete the checks on time.
- Daily and Monthly performance and the closure status will be shared to Management.
- Follow up with Pan India verification co coordinating with branches

Employment 3:

Shriram Values and Services Pvt Ltd, Chennai

Sep 12 – Oct 13

Operations Manager

Client: Shriram Groups business

Project: Shriram Loans and Cards Collection, Shriram Insurance sales and renewal & Shriram automall promotion

Roles and Responsibilities:

- Responsible for Inhouse collections for Shriram finance services like Shriram Transport Finance, Shriram Citi Union Finance and Shriram Credit cards. Also, responsible for Insurance renewal and third party sales and Shriram Automall promotions.
- Handling around 100 employees to ensure the daily and monthly targets to be achieved and close followup with the customers for better services.
- Handling south indian languages such as Tamil, Telugu, Kannada and Malayalam for calling all processes
- Monthly review will be done, rewards and recognition will be done to encourage and motivate the employees
- Handling Shriram services sale and renewal of Life Insurance and General insurance calls.

Employment 2:

Allsec Technologies, Chennai

Team Manager

Feb09 –Sep 12

Client : AIRCEL

Project : Aircel Kerala Customer Care (Inbound)

Roles and Responsibilities:

- Keep the team updated on any changes or updates from the client or the management
- Regular motivational by conducting Reward and Recognitions
- Conduct monthly skip level meetings to identify areas of opportunities of the team lead

- Regular appraisals for representatives and team lead to recognize the deserved ones
- Communicate weekly and monthly plan of action
- Responsible for sending out the final reports daily, weekly and monthly to the management and to the client
- Planning and checking the availability of Manpower, Leads source and technology and IT support required for the process
- Follow up on the daily, weekly and monthly SLA's with the team via audits, monitoring sessions along with the Team lead.

Allsec Technologies, Chennai

Team Leader

Jul08- Feb09

Client : SAMSUNG

Project : Samsung Customer Care(Inbound)

Roles and Responsibilities

- Building a strong pipeline for increased revenue and meeting the inbound target.
- Ensuring the KPI's was achieved on time.
- Taking escalation calls.
- Focus on login and Break Timings.
- Daily Review with Agents.
- Coordinating and solving issues in a timely manner to ensure timely deliveries.
- High level of focus on targets.
- High level of customer satisfaction and customer orientation

Employment 1:

Optimus Global Solutions (Polaris Company), Chennai

Team Leader

June 2006 – June 2008

Client : ICICI BANK

Project : ICICI Bank Loans Collections (Outbound)

Roles and Responsibilities

- Building a strong pipeline for increased revenue and meeting the collection targets.
- Ensuring timely collections of all the CPU that are generated.
- Taking escalation calls.
- Coordinating, and solving issues in a timely manner to ensure timely deliveries.
- High level of focus on targets.
- High level of customer satisfaction and customer orientation.
- Day wise Production report to be given to Asst. Manager.
- Daily Review with Agents.
- Setting Day wise target to the Agents.
- Focus on login and Break Timings.

Achievements:

- Award of Excellence 2019 (Matrix)
- Client appreciation for continuous target achievement (Matrix)
- Best Manager Award 2016 (Matrix)
- Best Team Manager Award for the year 2010 (Allsec)
- Hall of Fame award for consistence performance (Allsec)
- Best Employee Award for the year 2007 (Optimus)

Technical Skills

Operating System : Windows XP/07/10

Applications : MS Excel, MS PPT, MS Word

▪ **PERSONAL DETAILS:**

- **EDUCATIONAL QUALIFICATIONS**

B.Tech (Information and Technology), 2001-2005, 76%
Anna University, Chennai.

- **Personal Information**

Sex : Female
Marital Status : Married
Date of birth : 11 Feb.1984
Alternate Number : +918754400327
