

Sanket Bhanushali

G 304 saffron hill chs shirgao yadav nagar badlapur east
8097845551 | sanketbhanushali0209@gmail.com

Objective

Dedicated and results-oriented customer support team leader with over 5 years of experience in customer service and 1+ years of experience managing a team of 15 FTEs. Skilled in effectively communicating company goals, motivating team members, and ensuring adherence to safety protocols and deadlines. Seeking to leverage leadership abilities, technical expertise, and project management experience to drive operational excellence and enhance customer satisfaction at Revolut

Experience

- Newage products**

Team Leader

Managed and led a team of 15 FTEs, providing guidance, support, and motivation to achieve team goals and exceed performance targets.
Communicated company goals, safety protocols, and deadlines to team members, ensuring alignment with organizational objectives.
Collaborated with management in hiring, training, and performance evaluation processes, contributing to the development of a high-performing team.
Monitored and controlled daily activities of employees, addressing issues and implementing corrective actions as necessary.
Acted as a point of contact for internal and external escalations, resolving issues promptly and ensuring customer satisfaction.
Provided RCA trends and drove deep into SLA, leveraging data analytics and dashboard insights to improve support team performance.
Led projects aimed at enhancing customer service efficiency, resulting in improved SLA and customer satisfaction scores.

19-09-2019 - 19-03-2024
- Accenture**

Customer specialist

Delivered exceptional customer service, addressing inquiries, resolving technical issues, and providing support to customers via phone, email, and chat.
Demonstrated empathy and a love for helping others, ensuring positive customer interactions and building rapport with clients.
Maintained excellent attention to detail and analytical skills, accurately documenting customer interactions and troubleshooting steps.

2-4-2019 - 19-09-2019

Education

- Global tech institute of management**

BBA

65

2023

Skills

- Sales and negotiation
- Exceptional understanding of customer service, technical issues, resolution, and support best practices. Fluency in English with exceptional communication skills, both verbal and written. Proficient in data analytics and dashboard usage to drive operational improvements. Strong numeracy and IT skills, with the ability to quickly adapt to new technologies. Self-driven, self-motivated, and highly flexible team player, with a proven record of improving SLA for support teams. Independent problem solver with a commitment to continuous learning and professional development.