

CURRICULUM VITAE

Personal Information:

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VIKAS TIWARI.

DEPARTMENT	SDS CAP TEAM MANAGER - OPERATION.
TOTAL EXPERIENCE	AUGUST 2010 – JUNE 2020 (10 YEARS)
	ORGANIZATION – AMAZON DEVELOPMENT PVT LTD. Period - August 2015 – June 2020. Process – Search Delivery Support and Concession Abuse Prevention.
	Key Accomplishment: • My Role was to look after the team and their performance, sharing daily report by end of the day, and making score card every month, sharing feedback for CCF (Contact Coaching Feedback). • Leading and developing a team of 32+ team members; responsible for the overall direction, performance management, coordination and evaluation of the team. • Actively participate in and drive the continuous improvement culture through 'kaizen' and lean projects. Identifying and eliminating barriers to accuracy, productivity, and quality. • Carrying out supervisory responsibilities in accordance with Amazon's policies and procedures; additional responsibilities include interviewing, training and motivating employees; planning, assigning and directing work; rewarding and disciplining employees; and effective conflict resolution.

	• Leading Site Level initiatives, primary owner of functional responsibilities that impact overall site like Performance Related Pay, transportation etc. and may require interface with other sites in network • Communicating policies to associates and become the primary information source for staff; following-up to ensure compliance and consistency; taking corrective action as necessary and documenting the issue and actions taken. • · Develop and Achieve performance goals and objectives in line with the network wide vision and goals Business/Operations Management: • · Identifying customer impacting issues, working out and implementing solutions and process improvements to increase customer satisfaction rate. • Assist in developing and implementing training programs to improve the quality and productivity of the team. Job Responsibilities: • Implementing target strategies and meeting with teams to discuss daily performance. • Managing the team and assisting junior staff. • Setting weekly and monthly targets. • Maintaining Customer/Client relationship. • Solving queries of customers, telling them about products/offers/services & generating leads. • Interact closely with other team members in the course of work to ensure that everyone is carried along and updated on work progress to achieve maximum results. • Create good relationship with team members and motivate them to put in their best to work in order to achieve maximum results. • Monitoring performance of the team. • Designing incentive structure for team. Skills: Being a part of Leadership Team, I got a chance to handle the below Departments/Process: • Escalation Desk • Search and Rescue Team. • Quality Team. • DART Team.
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	Strength: • Able to get high potential from team mates. • Passionate towards learning new skills & concepts. • Self motivated. Projects: For the improvement of the process to get the things more better I have done 3 major projects for multiple OUs: 1. Missed Contacts. 2. Concession Given Rate. 3. Lost Productive Hours. Computer Knowledge: • MS-Excel. • MS-Word. • MS – CIT (DCA). ORGANIZATION – WIPRO BPO PERIOD – AUGUST 2010 – JUNE 2015 JOB TITLE – SENIOR CUSTOMER SERVICE ASSOCIATE

Role:

I was a part of Capital One Bank, it was US based bank, where I used to support the customers to their mortgage, insurance and banking related issues.

I was also a part of collection process, where we used to help the customers to their credit card related issues.

Achievement:

On the basis of performance got a chance to be a part of Quality Team, here I used to Audit the contacts, and provide feedback to the associates.

Responsibilities:

- Managing weekly team roster.
- Sharing daily team shrinkage.

Qualification:

Bachelor of Commerce.

Personal details:

Name – Vikas Tiwari

Date of Birth – April 24, 1985

Marital status - Married