

Charles Paul V

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Seeking senior level assignments in Team Management and Operations with a reputed
organization

ABRIDGEMENT

- ☛ Result oriented professional with a distinctive track record of more than 9 years in Operations & Customer Service and Training & Development.
- ☛ Conducting and Handling Training and Coaching and Feedback to Agents on Various call handling parameters set by the company.
- ☛ Training agents on Process and Pre-process.
- ☛ Responsible for the running and management of a Business Unit through the effective use of resources as well as planning areas of improvement or development.
- ☛ Adept at developing procedures, service standards and operational policies, with a proven track record of excellent customer success rate.
- ☛ An exemplary communicator with proven skills in designing and conducting customized training programs geared towards optimizing knowledge & operational efficiencies of international client organizations.
 - Excellent track record of increasing the transference of learning from the classroom to the job and in motivating employees.
- ☛ Self-motivated, multi-tasking team player with an ability to interact easily with people of diverse backgrounds, cultures & professional levels and adaptable to new technologies.

SKILLS SET

- Learning and Development - Customer Support - Process Improvement - Resource Optimization - Customer Relationship Management
- Quality Assurance - Training

CORE COMPETENCIES

Customer Service

- ☛ Providing effective resolution to customer queries and escalations and improving

relationships with the customer by anticipating customer future requirements, thereby ensuring a positive customer experience.

- ☛ Keeping TAT commitments, handling escalations and monitoring Quality Standards of the team through constant monitoring and providing feedback and coaching.

Manpower Leadership

- ☛ Monitoring utilization of existing resources and manpower; planning targets, monitoring numbers and achievement of overall targets on a daily, weekly & monthly basis.
- ☛ Recruiting, orienting and training to team members; ensuring optimum performance for all Customer support & operations related issues.

ORGANISATIONAL EXPERIENCE

Dell International Services 2003 - 2007

Tech support for US Relationship Customers (Corporate Clients)

- ☛ Handle Desktop and Laptop Related Technical issues
- ☛ Provide resolution over the phone or by scheduling a call back or schedule an Onsite Engineers Visit
- ☛ Replace the default parts or components and help customer assemble the same over the phone
- ☛ Perform other duties as assigned
- ☛ Strong personal work ethics with commitment to build credibility and trust. This includes maintaining confidentiality and exercising discretion and tact

Dell International Services 2003 - 2007

Customer Experience Coach (Voice Coach)

- ☛ Monitor calls, give feedback, coaching and training to improve Customer Experience and call etiquettes
- ☛ Managed complete team responsibilities including organizing and assigning the leads
- ☛ Help achieve targets of AHT, Hold Time, Break Schedules Etc.
- ☛ Monitoring individual daily and weekly achievements of the teams
- ☛ Attained significant improvements in learning processes, productivity, quality, and efficiency improvement

Drukonnet Online, BHUTAN 2007 - 2008

- ☛ Senior Trainer responsible for a Team of Trainers

- 🚗 Conduct Assessment of Agents after Training Completion
- 🚗 Recruit New Hires and Trainers for the Organization
- 🚗 Report Directly to the L&D Head
- 🚗 Conduct Trainings for Team Leaders and Trainers

Highlights

- ☂ Pivotal in handling Inbound Calls, Chats and Emails
- ☂ Master at working on specific and sensitive escalations
- ☂ Training the team on new process updates

Free-lance Trainer

2008 - 2016

- 🚗 Handle training as per the clients requirements at their location
- ☂ Training the team on new process updates
- ☂ Conduct refresher trainings for Employees
- ☂ New hire training and Voice and Accent training
- ☂ Pre-Process Training

Manager Operations and Administration -Ticket2Ride

2016 - 2019

- 🚗 Manage a Team of 18-20 Team Members and Executives on a Daily basis
- ☂ Handle Daily, weekly and Fortnightly Targets and Scores
- ☂ Conduct refresher trainings for Employees and New Hire Trainings
- ☂ Handle Attrition and Manage Leaves of Team Members
- ☂ Manage Team meeting and Daily Huddles and report to the Senior Management Team
- 🚗 Conduct Review of Team members performance and report to the HR team for Salary and Incentive update and Hike
- 🚗 Communicate MOM's and System , Process , Business and Policy Update to the Floor as well as the Team members from the Management to the Team and within the Organization

SCHOLASTICS

2007 Bachelors of Business Management, Baldwin's Methodist College, Bangalore
University 2003 PCMC from Cathedral Composite PU College, Karnataka Education
Board 2001 SSLC St. Aloysius High School, Karnataka Education Board

IT FORTE

☂ Well versed with Windows 10, MS-Office 2016, MS-Word, MS-Excel, Internet
applications, Social Media Marketing and Facebook page promotion.

PERSONAL DETAILS

Date of Birth: 18th December 1984

Address: "Charis" #14 BDS Layout Hegdenagar, Bangalore - 560045

Language Proficiency: English, Hindi, Kannada, Tamil and Telugu

Hobbies: Travelling, Camping, Trekking, Gardening and Biking