

RAHUL KUMAR

Operations/ Contact Center /Transactional Quality & Process Excellence/Strategies & Client Relationship Management

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Core Competencies

Management
Transition & Transformation
Change Analysis
Internal Communication
Stakeholder Management
Strategies
Process Excellence
Client Relationship Management
Change Adoption
P&L

Leadership Skills Exhibited

Handled large scale organisational delivery implementation in Sales & Service Transactional Quality, Operations, People Management & Process Excellence
Expert in designing SOPs and process flows

Education

B.B.A. from Jaipur National University.

IT Skills

MS Office and Internet Applications

Personal Details

Date of Birth: 14/11/1985
Permanent Address: E-7, 4th floor, Shivlok Apartment, Plot No-6, Dwarka Secor-6, New Delhi-110075

Profile Summary

- Skilled professional with **12+ years** of experience in **Operations, Contact Centre, Sales, Customer Service & Transactional Quality.**
- Hands-on experience in driving sales and revenue and driving excellent customer service to the end customer as per Organizational Requirement. Value addition in stakeholder management, scoping, estimation, initiating, human resource mobilization, resource optimization, change planning, structured communication, execution of projects in accordance with organizational strategy.
- Proven track record in driving High Performance teams at organizational level.
- Proven success in leading teams, preparing, and updating SOPs, driving organizational improvements & implementation of best practices; comfortable working in a multi-cultural & global environment.

Employment Details

Jan'22 – Apr'22 with Girnarcare Private Limited, Jaipur

GROWTH PATH:

- JAN' 22 TILL APR'22: SENIOR MANAGER – OPERATIONS

Roles & Responsibilities

- Looked after sales & revenue along with providing customer service for the assigned LOB's. Health Insurance, Motor Insurance Renewal for Domestic market & responsible for Sales & providing customer service for Middle East market particularly for Term Insurance & Investment & Credit Cards of Mashreq bank.
- Actively manage the development of team by ensuring that they receive an adequate amount of counselling, coaching and encouraged personal development.
- Maintaining the lowest attrition in the team with the best performance in terms of Quality and conversions.
- Monitoring and controlling the routine activities of Mentors, Supervisors and Quality Associates in operations, reviewing the reports by and preparing the feedback.
- Conducting regular meetings with team, supervisors and discussing about their report statistics and the respective feedback.
- Interviewing proficient sales & service agents for the new hires in the Process.
- Standard interaction with the client through emails, Calibration calls and Weekly review management calls, suggesting and assigning process and Service level development ideas and implementing them.
- Setting targets for Team, as well as motivating them to achieve those targets.
- Reporting to senior management about the periodic updating and exceptional grievances in operations.

Sep'18 - Oct' 20 Policybazaar.com Private Ltd Delhi as Deputy Manager, Operations

Roles & Responsibilities

- Driving revenue & sales for Life Insurance & Investment process(ULIP+ Traditional plans) to PAN INDIA & NRI(HNI) customers. Also making sure there is minimal cancellation in Free Look Period.

- Built the Investment Retainers Process from Scratch to 100+ FTEs.
- Conducting interval, weekly & Monthly reviews to gauge performance.

Feb'16 - Sept' 18 Techvedic Technologies Private Ltd Delhi as Assistant Manager, Operations

Roles & Responsibilities

- Driving revenue & sales for Tech sales process. Selling software to UK, US, Canadian & Australian customers.
- Handled 'Weekly Hiring Call' with all the stakeholders to ensure training batches planning, trainer allocation, staffing number reconciliation with WFM projections
- Worked with the Talent Acquisition Team for hiring associates.

Jul'15 - Dec' 15 Quattrro Global Services Private Ltd Delhi as Assistant Manager, Operations

Roles & Responsibilities

- Driving revenue & sales for Tech sales process.

Oct' 13- July' 15 WNS Global Service Pvt Ltd. Gurgaon as Assistant Manager, Operations

Roles & Responsibilities

- Driving sales & revenue for UK Travel process (lastminute.com) which involved selling flight, hotel, packages, Eurostar and theatre tickets.
- As Assistant Manager, processed requests and escalations directly to the client & higher Management, Manage Risk to provide backup for sales conversions. Ensuring that the team meets the SLA's as per the organization requirement and completes the volume within given TAT as discussed with the client.
- Looking after Daily MIS and creating weekly performance scorecard for the team through regular audits of processing done by agents.
- Preparing and updating comprehensive knowledge management documentation.
- Managing Day/ Week/ Month end reports and observing the trends to avoid sudden downfalls in conversions / targets.
- Monitored the daily performances by the executives and assisted them with the grievances they are facing. Performed frequent performance evaluations of executives and encouraged them for better and consistent performances.
- Implemented quality control measures as guided by the client, prepared periodic performance reports and forwarded it to the manager.
- Assisted manager in analysis of the reports and decision making based upon it.

Jul' 10- Oct' 13 WNS Global Service Pvt Ltd. Gurgaon as Quality Analyst

Roles & Responsibilities

- Call Monitoring and giving feedbacks to sales & customer service agent for Lastminute.com sales process & Travelocity customer service process. Conducting Sessions & refreshers, Client Calibration & new hired certifications & quality orientation.
- Worked on BQ performers to Improve Conversion of the process to generate Revenue of process and eventually for the Company.
- Worked on to improve CSAT scores for customer service team.
- Conducted "Walk the Talk" activity to lead by examples for the teams.

Key Highlights:

- Awarded with "Star Gazer Award" for Outstanding Performance for Period of "October, November & December 2012)

	<ul style="list-style-type: none">• Awarded with “Shooting Star Award” for Consistent Performer for Period of “April, May & June 2012)• Awarded with “Star Gazer Award” for Outstanding Performance for Period of “January, February & March 2011”• Awarded with certificate of appreciation for July 2011 as “Process Expert Award” & “Quality Champion Award”• Awarded with Certificate of Appreciation for consistently being a Top Performer in increasing the CSAT scores of BQ performers.• Only person to have minimal variance in Client calibrations across all sites for Travelocity customer service process. <p>Jun' 08- Jul' 10 WNS Global Service Pvt Ltd. Gurgaon as Senior Customer Service Representative</p> <p>Roles & Responsibilities</p> <ul style="list-style-type: none">• Answering inbound calls for customer related queries/issues while working for Travelocity process and providing customer service and resolution. <p>Key Highlights:</p> <ul style="list-style-type: none">• Awarded with “Travelocity Golden Headset Award” for best customer representative with consistent performance in Quality scores for 1year and for receiving Client appreciations. <p>Professional Enhancement Schedule</p> <ul style="list-style-type: none">• Completed various Management trainings conducted by WNS Learning Academy.• White Belt Six Sigma Certified by WNS.
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