

BHARAT

CAREER OBJECTIVE

With assets like integrity, teamwork and hard work, wish to contribute to the success of the organization, harnessing my skill and talent to the fullest expectation of the organization. With considerable work experience, wish to apply for the post where I can use my skills to garner profits for the organization.

Experienced Sales & Operations Manager with a demonstrated history of working in the information technology and services industry. Strong Knowledge in Business Process Management & Improvement, Business Project Management, Defining and Implementing Business Excellence Methodologies (SOPs, KRA's/KPI's, Customer Satisfaction Index & NPS), Business Data Reporting & MIS, CRM Implementation, Facility & Inventory Management, Quality Management, Training & Development.

CORE COMPETENCE

- ✦ 7+ year experience as Call Centre Sr. Manager – Sales & Operations
- ✦ 1 year experience as Call Centre Manager – Sales & Operations
- ✦ 2+ years' experience as Assistant Manager – Sales & Operations
- ✦ Appointed as Nodal Officer for handling Legal and Consumer Grievance complaints
- ✦ Handles change in process as per the organization, business and process need
- ✦ Good hands on risk analysis & Evaluation and Transitional changes
- ✦ Understands the Organization's Financial Performance
- ✦ Tracks and Measures Staff Performance
- ✦ Maximizes staff utilization
- ✦ Infuses Pride in Organizational values and Mission
- ✦ Handles Business Strategy Planning and Information Security Management System for the organization across all sites

EXPERIENCE

Company Name	Designation	Duration
Rankplus	Sr. Manager – Sales & Support	May'24 – Present
ADDA247	Sr. Manager - Sales & Service	Oct'21 – May'24
Coolwinks.com	Nodal Officer & Sr. Manager – CRM Head Sales & Services	May'18 – Sept'21
Teleperformance	Call Centre Manager – Sales & Service	May'15 – May'18
HCL Infosystems Ltd.	Subject Matter Expert – Tech Sales & Support	Sept'12 – Feb'15

<p>Key Features</p>	<ul style="list-style-type: none"> ✦ Manage change in organizational process and minimize cost and risk factors ✦ Have done go live of multiple projects into sales driven such as e-commerce and insurance sales ✦ Conduct training sessions on sales generation and sales conversions including sales pitching ✦ Interaction with marketing team for different sharing updates on customer demand in relation to product, services and offers ✦ Good hands on generating sales revenue and sales conversion report ✦ Keep track of agent performance and KPI evaluation for sales team to ensure all parameters are meeting up to the mark.
	<ul style="list-style-type: none"> ✦ Educate internal and external clients in improvement and process updates ✦ Responsible in sharing knowledge, convincing and able to adapt change ✦ Managing and Leading Process redesign workshops ✦ Manage Training workshops for employee grooming and business enhancement ✦ Manage Business Strategies for the organization including Resource Calculation and Allocation ✦ Managing the daily running of the call center, including sourcing equipment, effective resource planning and implementing call center strategies and operations ✦ Setting and meeting performance targets for speed, efficiency and quality ✦ Advising clients on products and services available ✦ Communicate with the support team and implement the organization's operational guidelines, standards and policies ✦ Monitor and manage operational activities – Direct the operational risks, financial aspects and QA & audit processes ✦ Organizing staffing, including shift patterns and the number of staff required to meet demand ✦ Evaluate, Design Execute, Monitor and Control Business Processes in the harmony with the Organization's strategic goal. ✦ Monitoring, Measuring and providing feedback on process performance ✦ Design and coordinate training programs for employees in order to enhance work efficiency – Conduct training sessions and workshops to improve the workforce and productivity of firm ✦ Forecasting and analyzing data against budget figures on a weekly and/or monthly basis ✦ Liaising between different departments for any issue amongst team members which is an area of concern

Accomplishment	<ul style="list-style-type: none"> ✦ Appointed as Nodal Officer in July'20 ✦ Promoted as an ACCM in Feb'16 ✦ JUMP Certified from Teleperformance in the year 2015 ✦ Awarded as Best Team Leader for the Quarter Jan'14-Mar'14 and Jul'14-Sept'14 ✦ Promoted as "Subject Matter Expert" in Aug'2013 on P1 grade. ✦ Awarded by "Applause" for the month of Oct'13 - Dec'2013
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ACADEMICS			
Year	Examination/Degree	Institute/University	%CGPI
2008-12	B.Tech (Computer Science)	U.P.T.U.	63.22%
2006-07	CBSE (XII)	MAYUR PUBLIC SCHOOL, DELHI	65.40%
2004-05	CBSE (X)	MAYUR PUBLIC SCHOOL, DELHI	83.00%

HOBBIES

- ✦ PC Gaming
- ✦ Playing Cricket and Chess
- ✦ Listening Music

PERSONAL DETAILS

Father's Name : Mohan Lal
 Date of Birth : Oct 07' 1989
 Marital-Status : Married
 Languages Known : English and Hindi

DECLARATION

I certify that the above mentioned details are true

(Bharat)