

Mandeep Singh

Team Leader

Experienced leader and strategist with a track record of guiding teams, optimizing resources, achieving goals, and fostering effective communication. Proven ability to drive continuous improvement and align with organizational objectives.



Contact

Address

India

Phone

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Skills

MS Office	●●●●● Advanced
Leadership	●●●●● Advanced
Client Interaction	●●●●● Advanced
Efficiency and Quality	●●●●● Advanced

Languages

English	●●●●○ Upper intermediate
Hindi	●●●●○ Upper intermediate
Punjabi	●●●●○ Upper intermediate

Work History

2021-08 -
Current

Production Team Leader

Fotografik Enterprises Pvt. Ltd., Chandigarh

- Client Interaction: Understand and meet client needs.
- Project Oversight: Ensure efficiency, quality, and deadlines.
- Resource Management: Allocate resources and manage risks.
- Documentation & Reporting: Maintain records and update stakeholders.
- Budget Management: Control costs and stay within budget.
- Team Collaboration: Foster teamwork and resolve conflicts.
- Continuous Improvement: Identify and apply process improvements.
- Client Satisfaction: Enhance client happiness.
- Stakeholder Engagement: Align with organizational goals and address concerns.

2019-04 -
2021-06

Operations Team Leader (Non Voice)

Teleperformance, Mohali

- Team Management: Lead and guide the operations team.
- Process Efficiency: Ensure smooth and efficient operations.
- Quality Assurance: Maintain high-quality standards.
- Performance Tracking: Monitor team performance.
- Problem Solving: Address operational challenges.
- Communication: Facilitate team communication.
- Training and Development: Foster team growth.
- Goal Achievement: Ensure team meets objectives.
- Resource Allocation: Manage team resources effectively.
- Adaptability: Adapt to changing operational needs.

2018-06 -
2018-12

Customer Service Associate (Flipkart)

Tech Mahindra, Chandigarh

- Customer Support: Assist customers with inquiries and issues.
- Problem Resolution: Resolve customer concerns effectively.
- Communication: Provide clear and helpful information.
- Product Knowledge: Maintain a good understanding of products/services.
- Record Keeping: Maintain accurate customer records.
- Quality Service: Ensure a high level of customer satisfaction.
- Team Collaboration: Work cooperatively with colleagues.
- Adaptability: Adjust to changing customer needs.
- Continuous Learning: Stay updated on company offerings.

Education

2012-06 -
2015-06

Information Technology

Diploma - SUSPC