

SHEETAL BHUSHAN

(AM : 4+ yrs exp)

Father's Name :

Mr. Shashi Bhushan
Mother: Mrs. Indu Bhushan
(Home-maker)
2 Brothers, 1 Sister

Permanent Address:

Qr No-2642, sec-8/C, street-39
Bokaro Steel City, Jharkhand.
Pin - 827009

Present Address:

Room- 109/B, 6, 3rd floor, Mandir
Waali gali. Opposite Canara
bank, Munirka.
Delhi - 110067

Phone: 91+ 9555826027

E-mail:

sheetal_bhushan@rediffmail.com

PERSONAL DATA:-

DOB: 27.09.1987

Gender: Male

Nationality: Indian

Marital Status: Single

Language Known:

English
Hindi

Current CTC : 5.31 l.p.a

Joining : As required

Objective

• Professional with over 50 months of diverse exposure being proficient in generating customers, revenue, plans & procedures and managing to contribute in the organization's success and growth. I am looking forward for career growth to grab an opportunity to link my experience with business, to learn and exploit my abilities. A position to leverage the blend of my past experiences with the knowledge I will acquire and form the integral part of business growth.

Professional Synopsis

Worked at IBM Global Services as Lead Generations & Assistant manager - Sept'2010

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April 2014

ROLE & USP's

- Joined IBM as Lead Generations for the "Intuit" a/c on 22nd September 2010
- Process involved assisting customers on the accounting, technical & software related issues
- Direct Sales and Lead Generations for QuickBooks Software, Support & Services, Merchant Services and Enterprise Solutions
- Assisted customers with the tech issues & upgrades on Windows/Mac Machines
- Performed inbound & outbound Generated leads, initiated cold calls to prospective customers, followed up, performed pre-sales activities and closed transactions
- Best results in the special Campaigns without a single miss, with best productivity, Quality and customer service/satisfaction (NPS)
- Troubleshoot problems and escalate as necessary. Started 2 new Campaigns (Mac & Merchant Services) and made it a success with proved record sales for Intuit.
- Resolving customer issues through remote access and signing up customers for one time, monthly or annual support services and annual software's
- Self motivated, high energy professional and focus
- Awarded the Top Performer and Top Talent Spark in consecutively for each quarter and annually. Earned the Top and the Best Ratings every Year as Performance Evaluation
- Won every Sales RnR conducted and received the Top ratings as performance Evaluation every year in a 500 FTE's a/c.
- Promoted as Team leader in June 2012 for a new and most successful transition and was responsible for day to day Operations (Westpac Banking Corporation)
- Meeting the Volumes, SLA, KPI's and any business aspects and client expectations throughout the tenure with no miss.
- Working collaborately with Quality and Clients on Green Belt Process improvement Projects
- Managing Zero Attrition till date in the span of 23 .a team of Indexing, Credit & printing in the Originations phase of a Mortgage

- Awarded the Best Retention Champ for the year. Creating & Reporting EWS for the entire A/C.
- Creating & automating the Weekly & Monthly Performance Decks and Presenting to the Clients on Weekly and Monthly reviews with the Management.
- Communication with the management, clients, initiating meetings ,share reviews, capturing MOMs with implementation of actions
- Handling Customer Escalations, Approving TLA's, and Decision making .Calling customers/clients and providing product info. Creating notes and regular email interactions with client and team
- Ensuring the smooth running of basic Hygiene, Behaviour and Training of Individuals in Lieu of the Organization. Educating the team on the Organization norms and policies
- Initiated and implemented Continuous Improvement projects. Fte reduction, calibration, base lining and billing activities
- Tracking performances of the team members and suggesting areas of improvements, facilitating & imparting training and monitoring the improvements on a continuous basis.

Worked at Oceans Connect PVT.LTD as Associate from Nov "2007" till June "2008" (Pune)

- Managed Performance and 4months later started training new hires on products & Sales
- Inbound transaction processing, captive unit with Customer service and up-selling process for Ideal World (UK).
- Used to take orders for products showcased on the biggest UK shopping channel
- Made record sales in the first 4months of the tenure and was moved to train and guide the floor on Up-selling as a part of a project.

Academic Credentials

- 10th -- ST. Xavier's School - Bokaro Steel City – 2003 -- 76.00%
- 12th -- ST.Xavier's School - Bokaro Steel City – 2005 -- 71.20%
- B.Com -- Indira Clg. of Commerce- Pune University -- 2008 – 64.00%

Strengths & Skills

- Flexible, sharp, fast & Eager to learn ,develop and grow
- Competitive to Outstand
- Team & Client Management
- Sincere & Hard working
- Time Management
- Never say NO attitude
- Fastest learner and Adaptive to new learning's easily
- Excellent Leadership & Negotiation skills with strong data analysis
- Analytical & Interpersonal Skills
- Synopsis and Getting to the depth to have the best Problem Solving
- Diverse & Open to challenges
- Technical Knowledge, Mac/Windows, internet ,MS Office

Achievements

- Awarded for IBM Talent of the year in 2012 and 2013.
- Received quarterly Client Awards for best VOC.
- Received Performance Awards at different levels
- Captain for School Cricket Team at Secondary Level
- FUN SPOC, HR SPOC, IT and Compliance/WPS poc.
- Received Sales awards at Oceans Connect
- Retention Champ award at IBM

I hereby declare that information furnished above is true and correct to the best of my knowledge and belief.

Place & Date:

Delhi