***Anurag Narang***

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**PROFILE & STRENGTH**

An Operations Professional with around 8 years of experience in operations Management and Customer service.

* Creative problem solving and analytical skills. Have natural ability to find opportunity in difficult situations.
* Proven multi-tasking capabilities with strong ability to plan, priorities and manage complex situations under limited recourses and time constraints.
* Strong leadership talents, “team player” attitude and spirit, and the natural ability to establish consensus among cross-functional lines..

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**PROFESSIONAL EXPERIENCE**

**Assistant Manager - Aegis BPO (Essar Group) Apr'14 - Sep'14**

Client Airtel - Social Media

###### Roles & Responsibilities

* Managed 50 seater process.
* Client Management & People management were the core responsibilities.
* Selling of Airtel connection through Social Media.
* Ensuring smooth and quick resolution for the customer queries through Social Media.
* Managed the balance between the front facing and back end team.
* Trouble shooting through backend and voice operation for the customers facing technical issues with Airtel.
* Solving technical gliches regarding connectivity and internet speed were the key roles.

### Assistant Manager – Customer Relationship/Sales- BPTP Jan’13- Dec’13

Managing some key Customers for NCR Market.

###### Roles & Responsibilities

* Managing and servicing Key customers of BPTP in Real Estate Sector.
* Responsible for building , developing & establishing relationships with assigned customers to achieve sustainable growth.
* Managing the Customer care Lobby of BPTP and handling the customer queries/grievances.
* Selling of Flats/Plots to High Profile customers.
* Ensuring smooth and quick response/resolutions to the issues faced by these elite customers.
* Responsible for creating awareness among the existing customers and their network about the new Projects launched by BPTP .
* Looking for opportunities for selling new projects to the existing/new customers.
* Involved in periodic reviews monthly and quarterly with senior management .
* Managed the Selling of Plots and Flats.

### Team Developer(Technical)– Aon Hewitt Jul’11- Dec’12

###### Roles & Responsibilities

* Responsible for driving my team towards meeting the individual team targets.
* Troubleshooting for the online enrollment was the key responsibility.
* Assisting the Manager in meeting the service delivery targets as per defined SLAs.
* Assisting the Manager in preparing the Monthly dashboards for calls with the Customers.
* Responsible for reviewing and analyzing performance reports of my team on a weekly/monthly basis.
* Conducted Training of the teams on Health ,Welfare domain and DB (Define Benefits) domain.
* Identifying the causes for non-achievement of SLAs and suggest recommendations /solutions to the Manager.
* Actively involved in driving Rewards & Recognition programs amongs the team led by my Manager.

### Process Expert (SME) – Barclays Bank Aug ‘08- Mar’11

###### Roles & Responsibilities

* Transitioned the Pilot process (Customer Information Management & Foreign currency exchange) for Barclays from UK.
* Received 2 months extensive training in UK for the above process.
* Played a key role in setting up the process here in the captive unit of Barclays.
* Selling of foreign currency account to High Profile customers.
* Internally promoted through IJP as Process Expert (From Band 2 to Band 3)
* Responsible for leading a team of 12 advisors on the floor.
* Responsible for running process specific reports and sharing it with the Manager for his analysis.
* Responsible for maintaining high accuracy and high quality of the team deliverables.

### Customer Care Executive – Intelenet (Gullivers Travel & Technovate) Nov’05 - May'07 & Nov'07 - Apr’08

*Roles* *& Responsibilities*

* Price comparison with different websites.
* Trained under GDS - APOLLO
* PNR generations and ticketing were the core responsibilities
* Voice calls for the process NAHD(North American Helpdesk)
* Updating Prices on Octopus website through AS400.
* Worked on Octopus Tariffs
* Responsible for maintaining and sending reports to the team leader on a daily basis in respect to productivity of the team, work log and daily review report.
* Assisting the team leader in driving high quality scores for the process.

**Academic Qualification**

* Bachelor of Arts , Delhi University.
* 10+2 from National Open School, New Delhi.

**Personal Details :-**

Date of Birth- 25th Feb 1984

Father’s Name- Ravi Narang

Marital status – Married

Languages Known- Hindi & English

Nationality – Indian

Hobbies- Travelling, Net surfing and football

**Anurag Narang**