**Jeetendera Kumar**

**E-mail**: [jeetenderakumar@yahoo.com](mailto:jeetenderakumar@yahoo.com)

09810964957,965452222 (M)

Residence Address: H.No. 14 1st floor, cd- block pitam pura ,New Delhi-110 088.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Professional Qualification:**

* Bachelor of Information Technology (BIT) from Manipal Academy of Higher Education, New Delhi.
* Diploma in Information Technology (DIT) from Manipal Academy of Higher Education, New Delhi.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Organization: Career launcher Ltd, New Delhi.**

**From:** July 2013 to till date

**Designation:** Business Development

**Process: Smart Careers, CL EDGE & CL Educate Ltd**

* School activities
* Tuition tie-up
* Counseling to students and parents
* Home Counseling
* Coordinate with all business partners
* Managing in center administration
* Lead generation

**Organization: HDB Financial Services Ltd, New Delhi.**

**From:** June 2011 to June 2013

**Designation:** Sales Manager

**Process: Personal Loan, Gold Loan & Loan Against Property**

* Got grade promotion in April 2012
* Got second promotion as a Sales Manager
* Achieved the target as a Sales Manager with 8 sales officers

* Review with Branch Manager on weekly basis

**Organization: HBL Global, New Delhi.**

**From:** Oct 2010 to may 2011

**Designation:** Team Leader

**Process: Credit Card Sale**

* Taking escalation calls of the Team Members.
* Sharing performance and feedback to the entire team leader on a daily basis.
* Scheduling and keeping track of attendance of all the team members in my team
* Checking quality of all the calls made to the customer.
* Publishing MIS Report and sending it to my higher management.
* Achieved the entire sales target as a Team Leader.
* Defining targets to my team members and driving my team members to achieve their targets
* Review with Area Sales Manager on weekly basis.

**Organisation : Live Wire Call Center Pvt. Ltd., New Delhi.**

**From:** Nov 2007 to Sep’2010

**Designation:** Team Leader

**Process: ICICI Prudential Life Insurance**

* Responsible for Daily Service Level (Daily monitoring of the P-Monitor)
* People & Process management for process quality, complaints and service levels measurement

Based on P-Monitor.

* Responsible for Infrastructure – Ensure availability of Head phones & Base phones/ stationery etc.
* Responsible for Record update & Maintenance-Leave/Attendance/Call Centre performance etc.
* Meet performance parameters per quality and team Leader.

**Personal Details:**

Father’s Name : Shri Raghuvansh Singh

Date Of Birth : 17 July’ 1981

Religion : Hindu

Gender : Male

Nationality : Indian