**Ashish Madhok**

WZ -94A Om Vihar E-Mail: madhok.ashish@gmail.com

Uttam Nagar,

New Delhi-110088 Phone: 9311113368, 9990944826

**Work Experience Summary:-**

1. Having 7**+ Years** of Total Work Experience.
2. Have worked with **HDFC BANK** as **Junior** **Officer.**
3. Have worked with **CITI Bank** as **Senior Officer.**
4. Have worked with **Caretel** as **Sr. Team Leader.**
5. Presently working with **Frankfinn Institute of Airhostess Training** as **Assistant Manager.**

**Professional Experience:**

**Organization Frankfinn Institute of Airhostess & Training (April’11 – Till Date)**

**Designation** **Assistant Manager**

**Job Profile**

Handling Outbound, Inbound and collection processes with a span on 100 agents and 8 team leaders. Responsible for Setting call centre and customer service targets. Ensuring staff adherence in terms of Staffing, log in time, Aux, wrap, hold, break time, idle time and doing monitoring through CRM tools. Also sending hourly report to management in terms of performance and shift adherence. Coaching, and motivating team at pace. Randomly monitoring calls to ensure that quality standards are high. Managing data through both modes of dialer. Managing staff reward and incentive schemes. Ensuring that all staff is kept informed of new working practices and technological changes. Keeping a close eye on staff turnover, absenteeism and overtime. Managing a large team of staff from diverse backgrounds. Attending weekly meeting to review progress and any problems. Giving centre staff feedback on their performance. Coordinating with other department heads to ensure effective working in all aspect of process like hiring, Training and Quality management. Preparing process reports on daily basis.

**Organization CARETEL (May, 10 – April, 11)**

**Designation** **Team Leader**

**Job Profile** Working for the **“Times Jobs” PILOT** processasTeam Leaderdealing in Career Services products with team size of 20 Telesales Officers. Maintaining daily reports such as AST, Attendance Tracker, Lead Sheet, APR & some MTD reports as Agent One-On-One, RGY Tracker. Monitoring the agent productivity in respect of Talk-Time, Wrap-Time, Handle Calls, and AHT etc. Also taking part in Recruitment process through mock calls and giving operational training in terms of IVR/Online payment mode to the training batches.

**Organization CITI BANK (Jan, 08 – Mar, 10)**

**Designation** **Sr. Officer**

**Job Profile** Hard core selling of credit card’s products such as BT / COC, lead creation for Personal loan and insurance policies, maintaining daily targets as talk time, idle time, AHT, Aux, Hold etc.

**Organization**  **HDFC BANK** **(May, 06-Jan, 08)**

**Designation** **Junior Officer**

**Job Profile** Handling customer queries related to credit cards, taking escalation calls of new agents, mentoring them. Revenue generation through cross selling of banking products as COC, BT, PL2CC, BAGIC.

##### **Academic Qualification**

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| --- | --- | --- | --- | --- |
| **S No** | **University** | **Course name** | **Marks obtained** | **Year of passing** |
| 1 | Delhi university | B.com(Full-Time) | 60% | 2002 |
| 2 | C.B.S.E | 10+2(moths) | 70% | 1999 |
| 3 | C.B.S.E | 10th | 73% | 1997 |

##### **Professional** **Qualification**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **S. No** | **University** | **Course name** | **Marks obtained** | **Division** |
| 1 | DOEACC society | B level (adv) | C grade | 2007 |
| 2. | DOEACC society | A level (adv) | B grade | 2005 |

##### **Linguistic Ability**

English, Hindi and Punjabi (Written and Spoken)

##### **Personal Details**

1. Father’s Name Mr. Satish Madhok
2. Date of Birth 16-Oct-1981
3. Marital Status Married
4. Hobbies Music, Traveling, Bike-Riding.

##### **Declaration**

I hereby declare that all the above Given Information is Relevant and Correct to the Best of my Knowledge.

**Date:**  **(Ashish Madhok)**