**PULKIT PURI**

|  |  |  |
| --- | --- | --- |
| 29/24, Punjabi Bagh Extn,  New Delhi 110026 | [pulkit05\_88@yahoo.com](mailto:marsha@somedomain.com) | Mobile: 9899799351 |

[**Regional**](http://resume.careerone.com.au/) **Subject Matter Expert (RSME)**

* **Dynamic professional with 5+ years of experience** in Customer Relations, Banking Operations, Transactional Quality and Proprietorship. Consistently achieve record-high customer satisfaction rankings, improvements settings to the bottom line and turnaround of underperforming operations.
* **Dedicated and Respected Member of Customer-Centric Team;** instill a shared, enthusiastic commitment to customer service as a key driver of company goal attainment. Lead by example and ensure the execution of all safety, security, quality policies. Self-motivated person, always having an optimistic approach towards life.

**Areas of Expertise**

|  |  |  |
| --- | --- | --- |
| * *Customer Service Management* * *Escalation Handling & Resolution* * *Operations Management* | * *Customer Satisfaction Enhancement* * *Front-End Supervision* * *Sales and Lead Generation* | * *Productive Team Player* * *Data analysis* * *FCRs for High NRV/UHNI clients* |

**Professional Synopsis**

**Self Employed,** (1 year+) 06/2014 to present

Since July 2014, I was into food catering business serving a corporate house in Gurgaon. Despite its good performance, I had to wind it up due to some inevitable circumstances and I positively decided to get back to the banking sector. Proprietorship was a good learning experience as it required a lot of skills to manage and cater to such large number of customers by effective and efficient utilization of resources. Main focus areas were profit maximization with adherence to cost control measures without compromising with the quality and also maintaining good customer relations.

|  |  |
| --- | --- |
| **CITIBANK NA** — Gurgaon (2 years 9 months) | 10/2011 to 06/2014 |

**Regional Subject Matter Expert (RSME),** 06/2013 till 06/2014

**Customer Service Officer,** 11/2011 till 06/2013

Promoted to Regional Subject Matter Expert for displaying exceptional performance throughout and for the extensive product knowledge and its correct application.

**Key Contributions:**

* Have been part of a team of select members to provide First Contact Resolution to high NRV customers and UHNI customers including various celebrities and public figures holding Citibank credit cards and bank accounts.
* **Won “Service Excellence Award”** for instrumental role in driving record-high increase excellent client feedbacks.
* **Won “Ace Relay’’ certificate of appreciation** for generating recording breaking number of sales leads during a specific period.
* Elevated customer satisfaction index and ensured the swift resolution of customer issues to preserve customer loyalty while complying with bank policies.
* Exemplified the second-to-none customer service delivery for which Citibank is nationally renowned in all interactions with customers.
* Assist Team Manager and management with any special projects assigned and provide backup to team manager when necessary.
* Quality Standards to assure that the set quality standards meet or exceed expectations, at all times.
* Taking exceptions by seeking approvals directly from Citibank Leaders (where applicable) or coordinating/liaison with various departments or locations across India via MS Outlook to provide a quick & accurate resolution.
* **I was awarded** **with 32 Certificates of Appreciation** **in total** **from Citibank** on the basis of appreciations received directly to our leaders for my efforts in keeping our customers happy and extremely satisfied with the bank services at all times while complying with bank policies.

|  |  |
| --- | --- |
| **Encore Capital Group** — Gurgaon (10 months) | 10/2010 to 08/2011 |

**Collection Expert:**

Extremely challenging and interesting role where clients in US were being called up and being asked to pay off their debts on charged off accounts and regularize their credit scores. It is a 1st party collection captive unit.

**Key Responsibilities:**

* Helping clients in US, by providing them with various flexible payment options to clear off their debts.
* Provide flexible support for team members and other teams and foster a positive and a motivating environment.
* Educating the US customers about the importance of CIBIL and helping them come out of their debt burden by understanding their concerns and empathizing with them on various reasons/situations due to which they were unable to make payments.
* Meeting or exceeding the monthly targets.

**HCL TECHNOLOGIES LTD** - Noida (1 year 2 months 08/2010 to 10/2011

**Customer Care Executive (CCE)**

It was a UK based process, to provide service to British Telecom (BT) customers.

**Key Responsibilities:**

* Handling customer’s queries regarding their BT landline connections, bills, technical complaints etc.
* Up selling other BT products like BT broadband, set top box etc.
* Increasing and maintaining customer satisfaction scores.

**Education Qualifications**

|  |  |
| --- | --- |
| * Graduated in Hotel Management and Catering Technology, IHM DEHRADUN, UK with 58% aggregate. * Schooling 12th and 10th from Hans Raj Model School, Punjabi Bagh, New Delhi. | 2006-2009 |

**Hobbies:**

* Listening to music and singing. (Got selected in top 20 singers across India, in a singing competition held by DD national last year).
* Reading news paper.
* Playing Chess
* Playing and watching cricket

**Strengths:** I am aSelf motivated, Optimistic, Result Oriented and Enthusiastic person with Full of Patience and a never give up attitude. I seldom lose cool. I work with integrity and learn from my mistakes.

**Weaknesses:** I am excessively patient at times. If anyone asks for help, I never say no. I never feel comfortable until I complete my work.

**Personal Details**

Date Of Birth : 30th May, 1988

Place of birth : New Delhi

Nationality : Indian

Languages known : English, Hindi and Punjabi

**PULKIT PURI DATE:**