**CURRICULUM VITAE**

**ASHISH KUMAR AGGARWAL**

Contact No: 9953883407

9013786895

**E-mail**: ashish.aggarwal10@yahoo.in

[ashish.kumaraggarwal06@gmail.com](mailto:ashish.kumaraggarwal06@gmail.com)

To seek a challenging position with a growth oriented organization which adds value to my knowledge and helps in enhancing skills and motivation level and to become a strong pillar of organization by using my potential to outmost extent in contributing to the development of the organization to which I work with determination and hard work.

Willing to work as a key player in challenging & creative environment.

Hard working young professional, specializing in **Banking** process (Customer service).

**PROFESSIONAL SYNOPSIS:**

* More than 8years of professional experience in Banking.
* DRA certified.
* Have completed different projects based on customer & client requirements, out of which “Special26” is high potential project on productivity improvement.
* Good working knowledge of quality parameters.
* Proven skills in managing teams to work in sync with the corporate set parameters & motivating them for achieving business & individual goals.
* Excellent communication & interpersonal skills with proven abilities in Customer Relationship & Team management.
* Coordinating with Agency Supervisors & Executives for different regions and making MIS which needs to be sent to Line manager.
* Customer centricity & focus is a vital role (pehle aap).
* I can perform well as both an independent contributor and team member.
* Good problem-solving skills with the ability to work in multicultural environment.
* Positive attitude towards work & Quick Learner.

**PRESENT STATUS:**

* Presently working as **Senior Process Associate** in **TATA Consultancy Services**, MCIE, New Delhi since Jul, 2012.

Job Description:-

* Managing the portfolio of Citibank NA Credit cards & ensures smooth & quality movement of given work.
* Ensuring maximum customer satisfaction by closely interacting with clients, understand their requirements and customizing the services accordingly.
* Calibration exercise to judge whether Trainer\AM & other person involved in this exercise are on the same page or not.
* Quality & efficiency report to drive improvement in quality.
* Identifying bottom performers in the process & extra training for them,
* Also conduct sessions for new joiners & mentoring them.
* To identify team members for TNI.
* Handling Queries & Complaints for Inbound & Outbound Process through emails.
* Also, coordinating with the Settlement & Rewrite team.
* Working on Dialers & Manual depending upon the need of the process.
* Managing DRR for each & every cycles.
* Meeting targets is one of the key responsibility-Number of Calls, Contacts, and Promise to Pay & Kept Promises.
* Managing Log in hours & Productivity.
* Educating customers about CIBIL and Positives & Negatives of payments.
* Visits on High worth customers if required.

**WORKING EXPERIENCE:**

* Worked as a **Customer Assistance Officer** for Citi Financial Personal loan process in ATS Services Pvt. Ltd. (From August 2006 to September 2007)
* Worked with **STANDARD CHARTERED BANK** as Customer Assistance Executive, Band-9A in December 2007 & got promoted to **Senior Customer Assistance Executive**, Band-9B in March 2010. (From Dec2007 to Jul2012)

Job Description:-

* Working in Credit Cards Department, handling portfolio of Mumbai, Delhi, Ahmadabad, Pune, and Kolkata. Along these centers, there are few small centers also (e.g. Ludhiana, Lucknow, Chandigarh, Bhopal, Kanpur).
* Handling Cycles as an Individual – Allocation of about 8.5crores (approx) & Total numbers of accounts are 3050(approx).
* Also handling Priority Banking Customers.
* Handling all kinds of Dispute raised by customer & forwarding the complaints to the concerned Department.
* Coordinate with the agency & executives of all centers.
* Making MIS of daily activity on mails & forwarding it to respective centre managers.
* Achieving targets on consistent basis. (i.e.90.60%).

**PERSONAL INTEREST:**

* Surfing on Net
* Listening to music
* Loves spending time with Family

**ACADEMIC CREDENTIALS:**

* Bachelor of Science Jammu University 2006
* Higher Secondary Jammu & Kashmir State Board 2003
* Matric Jammu & Kashmir State Board 2001

**PEROSNAL DETAILS:**

Name : Ashish Kumar Aggarwal

Father’s Name : Sh. Girija Shanker Aggarwal

Date of Birth : 6th March 1985

Gender : Male

Marital Status : Married

Nationality : Indian

Religion : Hindu

Language Known : English & Hindi

Correspondence Address: A-2/85 Sec-18 DDA Flats

Rohini New Delhi-110089

Permanent Address : A-2/85 Sec-18 DDA Flats

Rohini New Delhi-110089

Date:

Place: New Delhi **(Ashish Kumar Aggarwal)**