**Mayur R. Tiwari**

**Mobile:** +91 7276634459

**E-Mail:**[**mayurtiwari04@gmail.com**](mailto:mayurtiwari04@gmail.com)

**Professional Synopsis**

* **A competent professional with over 3.6 years of rich experience in Sale**
* Excellent communication, interpersonal, analytical skills and strong ability to perform as part of a team.
* Delivering & implementing the project as per scheduled milestones.
* Good knowledge of Handle customer
* Ability to work in teams and independently with minimal supervision to meet deadlines.
* Expertise in analyzing the needs of the business & its strategic direction and identifying initiatives that will allow a business to meet those strategic goals; coordinating data handoff for analysis and integrating into reporting

**Customer Servicing**

* Interacting with the customer, requirements gathering, analysis and scoping.
* Extending post go-live and maintenance support to the customer.
* Daily Defect with overseas customer and providing resolution.

**Operations Management**

* Framing work direction & plans for associates after assessment of their capabilities.
* Setting up and maintaining CTQ (Critical to Quality) / CTP (Critical to Process) targets for the process.
* Taking various initiatives for maintaining SLAs (Service Level Agreements).
* Coordinating integration with support functions viz. Quality, Training, Technology, Compliance
* Identifying cross training needs to team members to handle high volume situations and reduce idle time.
* Monitoring the overall functioning, identifying improvement areas and implementing adequate measures to maximize customer satisfaction level.

**Customer Relationship Management**

* Mapping customer's CTQ, identifying improvement areas & implementing measures to maximize customer satisfaction levels.
* Ensuring continuous interaction with the customer to make sure that area of concern can be worked upon for improved service levels.
* Taking escalations for resolving critical issues; ensuring CTQ delivery & business continuity.

**Team Management**

* Leading, & monitoring the performance of team members to ensure efficiency in process operations and meeting of individual & group targets.
* Creating and sustaining a dynamic environment that fosters development opportunities and motivates high performance amongst team members.

**Professional Qualification**

**B.COM fromG.S of Commerce College Nagpur. Affiliated to Nagpur University At2011**

**Appearing in MBA 2013 from Pune**

**Organizational Experience**

**YOU Broadband India Pvt Ltd OCT 2011 to OCT 2013.**

**TATA Teleservices Maharashtra Ltd, Pune OCT 2013 toDec 2014.**

**YOU Broadband India Pvt Ltd OCT 2015 to Till Date**

**Personal Detail**

* **Date of Birth :** 17th Sep 1987
* **Languages :** English, Hindi& Marathi
* **Current Location :** SMT ANUSAYABAI G KANDE SR NO88/,5-B/2-B/1,NEAR SUTHAR HOSPITAL,BEHIND POOJA ELECTRONIC GUJARAT COLONY, KOTHRUD,Pune-411029
* **Marital Status :** Unmarried
* **Nationality :** Indian

DATE: // 2014 PLACE: Pune --------------------