

Curriculum Vitae

Rohit Singh

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Objective: Mid-level opening in the service oriented organization especially in MNC group of company where I can use my education and interpersonal skill to deliver the best of my capabilities with diligence, honesty, and result oriented performance for any organization which I work for.

Strengths: Strong written and verbal communication skills
Strong customer focus, very energetic and positive personality.

Experience Detail:-

Executive (UK - Travel Process): 13th May 2013 to 25 May 2016
Infibeam avenues ltd, Ahmedabad
Customer Service Team

Responsibility:

Responsible for handling the Corporate Query for International and European destination
Cancellation queue and Package query on daily basis including refund reversal process.

Job Profile:

- Selling Tailored and Group tour package to European customer (Ireland and UK)
- Achieving Quality target
- Analyzing customer needs and designing the package,
- Help the customer booking ticket offline, refund and reversal of the amount charged

In March 2015 - Promoted to Senior Executive - Customer Service

Coordinating with the Customer for Online and offline Ticket booking
Coordinating with the Customer for International Package
VISA process
Handling a team size of over 4-6 Agents
Corporate Booking for Castrol, Reliance, L&T & Asian Paint
Interact with team members that have diverse backgrounds and temperaments
Coach team members & monitor team to proactively Identify potential problems and with guidance
Develop relationships within the supporting business units to help resolve issues
Regular interaction with Supplier to resolve the Corporate & Customers Issue
Handling the Corporate Escalation & resolve on Tat
Working on different Business Travel for VP & Sr.VP

Compliance Executive (UK Healthcare): 20th June 2016 to May 2017
Technomine Pvt. Ltd - Ahmedabad

Customer Service Team

Responsibility:

Our main role is to look for the compliance activity and develop the existing customer relationships, Answer calls professionally to provide information about different Locums at Hospitals and also their pay rates. Booking/Cancellation/Amendment is processed from our side.

- Responsible for the Compliance activity and upload the document on Client server.
- Responsible for establishing strong relation with the clients and Interact with them on regular basis
- Responsible to interacting with Client via telephone or written communication.
- Responsible Booking/Cancellation/Amendment of shifts booked through different Hospital by online or offline
- Responsible for doing Out of Hours shifts as required by the Company.
- Responsible for solving any query of the team and taking escalation call of the customer
- Responsible for Nurses data and their booking records.
- Identify key business and clinical challenges in UK Healthcare Industry.

Executive (USA Telecom) Web-Chat: 23rd Oct 2017 to 03rd May 2018
ETECH (Effective Teleservices Pvt. Ltd.) - Gandhinagar
Customer Service Team

Responsibility:

Responsible for handling the chat on daily basis
Help the customer to sell add-on's connections and share the benefits
Maintain our ART & AHT
Maintain our 5* Percentage
Maintain our Revenue target as decided by the Management

Senior Executive (UK Telecom) Web-Chat: 28 May 2018 to 01 Oct 2019
Vodafone Shared Services Pvt. Ltd, Ahmedabad
Customer Service Team

Responsibility:

Responsible for handling the General and Corporate Query on live chat for UK customers
Responsible for handling the Sales query and transfer them to sales department
Maintain our Average response time & Average handling time
Maintain our Net promoter score (NPS)
Maintain our (NBA- Sales) target as decided by the Management
We have to focus on customer resolution and customer satisfaction as well

Extra Activity as (SME) from November;

Responsible for Auditing the Promoter chat and share the feedback
Responsible for Detractor analysis and share the feedback with Team Leader
Responsible for one on one and coaching session for all 6 Agents assigned in my bucket
Responsible for overall grooming of the Agents
Responsible for making Daily reports for all the agents assigned in my bucket and share it with the Client
Responsible for making roster, as per Team requirement

Quality Analyst (USA Healthcare): 05th Nov 2019 to Continue.....

ADVANTMED India LLP, Ahmedabad
Quality Team

Responsibility:

Responsible for listening the Outbound-Inbound calls and share our findings what went wrong on the call
Find out the issues and analyze the root cause of the problem
Responsible for sharing the feedback via call or One on One
Responsible whether the agent are following the script or not
Responsible for monthly review and Quality scores of the agent
Responsible whether the agent are following the set parameter given by the Client

Additional Task :

Recommend, Implement and monitor test scripts to assess functionality, reliability, performance, and quality of the service
Responsible to interact with the Client via telephone or written communication, if they want to make any changes in the record retrieval process
Responsible for handling a Team size of 6 Agents assigned in my bucket
If there is any customer/Client complaint, we will forward the call to our Internal Complaint department

Education Detail:

B.Sc
Ranchi University, Ranchi,
(2004 -2007)

Operating Systems

Familiar with,

- Windows 98/2000/XP/WINDOWS 07/08/10

Microsoft Office

- Microsoft Word
- Microsoft Power point
- Microsoft Excel

References:

- 1. Rajeev Yadav**
Manager (QA) AdvantMed India LLP
Contact Number: - 09828084147
- 2. Tejal Mehta**
Manager - Customer Operation INFIBEAM.COM
Contact Number - 09825130702

Areas of Interest:-

- BPO & KPO Industry
- Telecom
- Healthcare Industry

- Education-Tech Industry
- Retail Industry
- Banking and Finance

Personal details:

Nationality: Indian

Marital Status: Unmarried

Language Known: English, Hindi, Gujarati

Hobbies : Long drive with friends, Traveling & Cooking, Playing Cricket, Football, Reading magazine - Life style, cooking and travelling, Listening spiritual talks, Sufi and soft music, Keep in touch with friends on Whatsapp.

Extra Curricular Activities:

Represented School in Cricket as a Vice Captain.

I hereby declare that all the above mentioned information is true to the best of my knowledge. Yours faithfully

Signature:

Date:

