|  |  |
| --- | --- |
| VIBHAV SHRIVASTAVA | |
| . .  **ADDRESS:  C-403,Uma Sharnam,Nr.vande Matram City,Ahmedabad.**  **E-mail :** vibhav.shrivastava@gmail.com  **Phone No : 91-9722199233** |  |

.

|  |
| --- |
| . **OBJECTIVE:** .. |

Seeking assignments in Customer life cycle management & grievance handling.

|  |
| --- |
| . **PROFESSIONAL PROFILE:** .. |

* Strong Retention & Customer Service’s profile.
* Excellent Team management.
* Committed to Self-Improvement.

.

|  |
| --- |
| . **WORK EXPERIENCE :** |

**Organization** **cFirst Background Checks LLP**

**Designation**  **Customer Service, Asst Manager**

**Location Ahmedabad**

**Tenure Nov’18 till date**

**JOB PROFILE:-**

1. Ensuring that the appropriate background checks are conducted and providing the report within TAT.
2. Create processes that will improve client satisfaction and efficiency.
3. Regular training and updates to be given to the team.
4. Coordinating with client to get the required documents.
5. All reports and required information is given to client when ever required.
6. Manageing team of report writers, creation & implants working at the client’s location.
7. Conduction site survey and credit checks as per client requirement.
8. Handling all escalation and taking approval for doubtful cases.

**Organization** **Pearson India Education Services Pvt Ltd.**

**Designation**  **Customer Service, Asst Manager**

**Location Ahmedabad**

**Tenure Feb’12 to March’13**

**Nov’13 till Feb’18**

**JOB PROFILE:-**

1. Ensure service satisfaction for customers within the region. Handling customer escalations through gap analysis with a resolution TAT
2. Follow or create processes that will improve client satisfaction and efficiency.
3. Sharing root cause analysis (RCA) and steps for process enhancement
4. Coordinating and providing teacher training when required.
5. Escalate all issues concerning implementation to regional implementation manager and also keep the HO informed.
6. Manage a team of Resource Coordinators (RC) in the region and ensure all positions in his region are filled in coordination with HR.
7. Visit schools in the region and meet head of institutions and see the functioning and usage of installed device. Ensure all issues concerning the Hardware, content and RC quality are addressed
8. Ensuring timely collection and sending reminders to customers.

------------------------------------------------------------------------------------------------------

**Organization** **Aircel Ltd.**

**Designation**  **Customer Service Operations, Sr.Executive**

**Location Ahmedabad**

**Tenure April’10 till Feb’12**

**JOB PROFILE:-**

1. Actively worked at the pre launch phase.

2. Participated in the UAT of the product & handset.

3. Designed QRC work flow & working towards reducing missed SLA on overall base.

4. Co-ordinating with different departments for complaint management.

5. Taking care of bill delivery & collection in Ahmedabad.

6. Taking care of smooth operation of COCO .

7. Team Motivation & minimizing the FSD & FOS churn rate.

8. Accurate and timely provision for Collection commission of Agencies.

9. Meeting the documentation compliance and reducing the barring percentage.

------------------------------------------------------------------------------------------------------

**Organization** **Reliance Communications Ltd.**

**Designation**  **Customer Service Operations, Asst.Manager**

**Location Ahmedabad**

**Tenure March’08 till April’10**

**JOB PROFILE:-**

**Team Management/Client Servicing**

1. Providing direction, motivation and training to the field team, ensuring optimum performance.
2. Directing the team in ensuring customer satisfaction by maintaining excellent Turn around Time (TAT) for delivery & service quality norms.

# Collections

# Taking care of Soft and Hard Collection from 0 to 90 bucket

1. Ensuring 100% Collections from RMS (Reliance Mobile Store) v/s last month’s billing by formulating RMS schemes to drive collection.
2. Monitoring performance of RMSs by calculating ROI of each and after identifying non performing RMSs; working with circles to improve their performance.
3. Monitoring tell calling and field visit of executives on daily basis
4. Maintaining a regular one-point contact with customers
5. Visit on High value Non payer cases
6. Resolving the issues and retaining the customers to reduce churn

# Retention

1. Maximizing customer retention by understanding, analyzing & eliminating all controllable churn reasons by designing and deploying most effective retention tools & strategies.
2. Identifying the major reasons for low FTR (first time resolution) % CSA wise & take corrective action by providing training, briefing as per requirement.
3. The focus is to increase customer satisfaction by prompt delivery and resolution to help achieve brand saliency, employee satisfaction, customer satisfaction & indirectly influence market share and profits.

**-----------------------------------------------------------------------------------------------------------------------------**

**Organization** **Speedage Express Cargo LTD (TNT, India)**

**Designation**  **Assistant Manager Customer Relation**

**Tenure March’06 - Feb’08**

**JOB PROFILE:-**

1. Ensuring efficient handling of Customer Handling at all interaction point.
2. Handling of corporate clients like LG. Bharti Teletech, Honda cars, HCL.
3. Ensuring the on time delivery at the delivery branch.
4. Efficient handling and controlling of Team Activities.
5. Ensure Compliance Management / Process Compliances.
6. Providing detailed MIS report to the customer & HO.
7. Responsible for generation of revenue targets.

**-----------------------------------------------------------------------------------------------------------------------------**

**Organization** **HCL BPO Services India**

**Designation**  **Sr.Customer care Officer**

**Tenure Nov’04 – Feb’06**

**JOB PROFILE:-**

1. Provide leading-edge Customer service and Billing solutions to the customers.
2. Meeting the Collection target of the process.
3. To meet and exceed team targets.
4. Efficient handling and controlling of Team Activities.
5. Making & providing day to day report to Team leader.
6. Take training class and update sessionsfor the team.
7. Provide feedback to online agents for credits processed for customers as per parameters outlined by the client.

|  |
| --- |
| **PROFESSIONAL QUALIFICATION & COMPUTER SKILLS**: |

1. M.B.A. (Marketing/Human Resource) from Bikaner University,Bikaner in 2004.
2. IIM Ahmedabad-AGMP executive program (Batch 2020-2021)
3. Six Sigma Green Belt Certified.
4. Training at Hotel Holiday Inn, Jaipur in Front Office June’00-May’01

|  |
| --- |
| . **EDUCATIONAL QUALIFICATIONS:** .. |

1. Passed BHM from Bangalore University, Bangalore in 2000
2. XII from Rajasthan Board in year 1997.
3. X from Rajasthan Board in year 1995.

|  |
| --- |
| . **PERSONAL DETAILS**. |

Date of Birth : 17th May, 1981.

Gender : Male.

Nationality : Indian.

Languages Known : English, Hindi.

**(VIBHAV SHRIVASTAVA)**