

ANUPAM R PANDEY

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PROFESSIONAL SUMMARY:

- Experienced leader with a track record of driving organizational growth and revenue for over 3 years. Skilled in developing and implementing comprehensive training programs to ensure consistent high-level service.
- Proactive and friendly customer service specialist with exceptional communication and relationship-building abilities. Seeking a Team Leader role to leverage education and experience for immediate organizational value.
- Enthusiastic and ambitious with transferable skills in management, sales, and operations. Experienced in recruiting for both non-IT and IT roles using ATS.

SKILLS:

- Critical thinking and problem solving
- Decision making
- Leadership skills
- Effective time management
- Ability to multitask
- Adaptability

EDUCATION QUALIFICATION:

- S.S.C. (G.S.E.B) - 2016, 75.00%
- H.S.C (G.H.S.E.B) - 2018, 73.00%
- B.Com (T.Y) - GUJ UNI, 2022, 75.00%

COMPUTER & OTHER LITERACY:

- Basic computer knowledge
- Hardware & software knowledge

PERSONAL DETAILS:

- Gender: Male
- Date of Birth: 18th Jul, 2001
- Marital Status: Unmarried
- Nationality: Indian
- Cast: Hindu
- Languages Known: Gujarati, Hindi, English

WORK EXPERIENCE:**FOCUS BPO LLP - Aug 2022 to May 2023****Team Leader****Responsibilities:**

- Supervised and guided a team of customer service representatives to ensure adherence to quality standards, productivity goals, and service level agreements.
- Provided coaching, training, and mentorship to enhance team members' performance and skills.
- Monitored and evaluated team members' performance through regular feedback sessions, reviews, and improvement plans.
- Handled escalated customer inquiries or complaints with strong problem-solving skills and a customer-centric approach.
- Collaborated with other team leaders and managers to optimize operational efficiency and implement process improvements.
- Managed team schedules and ensured appropriate staffing levels to meet customer demand.
- Analyzed call center metrics to identify trends, address performance gaps, and drive continuous improvement.

- Maintained open communication channels and fostered a positive work environment.
- Acted as a point of contact for team members, addressing concerns, providing guidance, and resolving conflicts.
- Stayed updated with industry trends, best practices, and new technologies for innovation and competitiveness.

IMS PEOPLE POSSIBLE - Sep 2021 to Aug 2022

Sr. IT Recruiter

Responsibilities:

- Designed and implemented overall recruiting strategy.
- Sourced and recruited candidates using databases and social media.
- Screened candidates' resumes and conducted interviews to filter candidates within schedule.
- Promoted company's reputation as the "best place to work."
- Utilized recruiting software and demonstrated excellent communication and interpersonal skills.
- Exhibited strong decision-making abilities.

DHARMA INFOSYS - Jan 2020 to Sep 2021

Customer Service Representative

Responsibilities:

- Managed a high volume of incoming phone calls efficiently and effectively.
- Generated sales leads to contribute to business growth.
- Identified and understood customers' needs to ensure their satisfaction.
- Built sustainable relationships and earned customer trust through open and interactive communication.
- Provided accurate, valid, and comprehensive information using appropriate methods and tools.
- Achieved personal and team sales targets while meeting call handling quotas.
- Handled customer complaints, offering timely and appropriate solutions and alternatives, and ensured resolution through follow-up.

- Maintained records of customer interactions, processed customer accounts, and organized relevant documents.