

Objective

“To associate with an organization, which gives me an opportunity to apply my knowledge together with my analytical and innovative skills in Business Development, Customer Relation and Customer Care (Operations), get exposed to new challenges and be a part of the team that works towards the growth of organization.”

PROFESSIONAL SUMMARY

A Skilled Certified Professional in Business Operations with 8+ years of Successful experience

- A competent professional with **Over 8+** Years of experience in Sales, Operations, ServiceDelivery, Client Relationship Management, Team Management for Finance Clients
- Extensive Exposure to Backend Call Centre and Customer Care Operations, spanning outbound Support and Customer Service programs.

Specialization:

- Customer Relation & Care
- Service Delivery
- Operations Management - Inbound/Outbound, Frontend/Backend
- Process Management
- Team Management
- Business Development

Career Highlights

Organization Name & Profile Details		Duration	Year
Reliance Digital - Jio Mini Store	Worked as an Sales Executive	Apr 2016 to Jan 2018	2.5 Year
Multiplier Mudra	Worked as an Sales Executive - Amazon Promoter	Feb 2018 to Oct 2020	2.8 Year
Pay Master	Worked as an Team Manager Operation Back Office - Banking (Collection Process)	Nov 2020 to Jan 2023	2.3 Year
Andromeda Sales & Distribution Pvt Ltd	Worked as an CSO - Operations - Banking (Payout Management)	Feb 2023 to Present	Present

Profile: CSO - Payment Management (Corporate CSA)

- Implementing business development plans for achievement of organizational goal in terms of revenue and profitability targets. Ensuring healthy ROI on a monthly basis.
- Plan, organize and direct the day-to-day activities of the sub-function thereby ensuring the management and delivery of quality services to Customers
- Analyzing MIS & other statements with a view to measures performance against process requirements, aligning improvement projects to close performance shortfalls.
- Effective Resource Management & Portfolio Management / Client Servicing abilities. Regular interaction with principal organizations

Personal Profile:

A dedicated and enterprising individual with a high learning curve. Enthusiastic about adding to the knowledge base and improving existing skills. Enjoy working in a team-environment.

Educational Qualifications:

- **B.Com**
Bachelors in Commerce from J N University
- **Languages:**
English, Hindi, Gujarati
- **Interests:**
Reading Books, Traveling, To Listen Music

Reference Available on Request:

I am always looking for position will enable me to contribute to the success of the company as well as mine, utilize my current skills where the opportunity exist for the further development.

Yours Faithfully,
Vishal Acharya
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