



Sumesh Gireesan

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- Experienced Team Leader with over 10 years of experience in International Call Centre BPO in back-office and customer-facing sectors.
- Highly proficient in computer skills, leadership, training, people management, conflict management, and self-discipline.
- Strong track record of success in managing teams, improving performance, and providing exceptional customer service.
- Seeking a position as Team Leader/Team Coach/SME to utilize my skills and expertise in a dynamic and challenging environment.

EXPERIENCE

Team Leader

Dec 2021 - Present

Groundops Pvt Ltd, Ahmedabad

- Arrange the tours and trips for the various corporates, and general customers of USA & Canada based on the request received via Email and Call.
- Audit the calls handled by advisors, and share feedback. Provide training to bottom quartile performance.
- Share updates with the team on daily basis.
- Give process training to the new comers.
- Keep track of employee performance, attendance, and payroll.

SR EXECUTIVE

Sep 2012 - Nov 2021

Vodafone India, Ahmedabad

- Customer Service Via WebChat.
- Solving customer queries received via call, email & chat.
- Training new team members on the process & tools used in routine work.
- Handled a team of 10 people on new billing process.
- Giving them 1-on-1 feedback.
- Doing Quality Audit Work.
- Preparing the weekly schedule.

EXECUTIVE ASSISTANT TO AGM SALES

Apr 2007 - Jul 2009

Torrent Pharmaceuticals Ltd, Ahmedabad

- Assisting AGM Sales in General Office Administration Work.
- Arranging for his tours, and taking care of the billing part post completion of tour.
- Coordinating with the Sales Staff of South & West India.
- Coordinating with the Internal Departments for the dispatch and billing of orders received from the sales staff.
- Preparing the reimbursement report of the sales staff.
- Preparing monthly & weekly sales report.
- Data Analysis of the Sales Report and submitting the summary of the report to AGM Sales.

SR CUSTOMER SERVICE REPRESENTATIVE

Sep 2004 - Mar 2007

Motif India, Ahmedabad

- Preparing reconciliation statements of various corporates of the US.
- Reviewing the reconciliation statement prepared by other team members.

- Helping in the training of the new joiners.
- Preparing the training materials of the new joiners

EDUCATION

Bachelor of Commerce (B.Comm.)

Jun 2001 - Apr 2004

Gujarat Arts & Commerce College, Ahmedabad

12TH HIGH SCHOOL

Jun 2000 - Apr 2001

Firdaus Amrut High School, Ahmedabad

10th HIGH SCHOOL

Jun 1998 - Apr 1999

Firdaus Amrut High School, Ahmedabad

SKILLS

Expert in: Computer Proficiency

Intermediate in: People Management, Conflict Management, Quality Audit, Data Analysis, Data Entry Operation, Recruitment