HITESH CHOURASIYA

N-2, SECTOR 7/B, Near RAMESHWAR TEMPLE,NIRNAYNAGAR, AHMEDABAD – 382481.

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**Objective:**

To attain the position wherein I get the opportunity to enhance and utilize my capabilities and skills towards optimum satisfaction of, both my employer and my job.

**Education:**

* 10th(SSC) from Gujarat Board in 1999.
* 12th(HSC) from Gujarat Board in 2001.
* Bachelor of Commerce from Gujarat University in 2004.

**Work exposure includes**

**CUSTOMER CARE**

**nuFuture Digital (India) Limited**

**Team Leader (12th Feb to till date)**

* I am managing Inbound, outbound, email and OGM process of Easy day, Nilgiri and Heritage retail stores.
* I am looking after outcall performance to generate maximum leads on saving club card.
* I have also increased out calling, connecting percentage and interested percentage in March’18 than Feb’18.
* I have also cleared complaint resolve pendency in March’18 than Feb’18.
* I have also cleared e mail and OGM complaint pendency in March ’18 than Feb’18.
* Also I do coordinate with store team, store manager and district manager for customer’s complaint.
* Also coordinate with client for process improvement or requirements for customers to satisfy them.

**Tech-Mahindra (Reliance JIO process)**

**Team Leader (Oct’16 to 4th Feb’18)**

* I am managing team of 23 people in my team.
* I conduct training of agents for product, quality and call scenario with live examples and mock calls and also improved the performance of buddy agents by arranging tests related to product.
* I ensure that advisor deliver correct and complete information in professional manner to the customer.
* Also ensure that they make satisfy to the customer on call and resolve customer’s issue on first call where it is possible to reduce repeat calls.
* I do side by side audits to identify the common errors and to crack it on real time basis.
* I have achieved TNPS at 80% for the month of Aug’16 on very first month of team’s performance in 15 days as team’s handover given on 15th Oct’16.
* I analyze gaps of advisors towards their overall performance and prepare action plans and implement the same.
* Find gaps by distributing under different of parameters.
* Prepare roster of my team as per the target of shrinkage and process requirement.
* Maintain advisor’s and team wise performance in excel.

Outreach InfoTech Pvt Ltd/ AZURE(White Calls Services)

Team Leader (August’08 to Oct'16)

* I have managed team of 30 CSAs & leading teams for running successful process operations & experience of developing procedures, service standards for business excellence.
* Performing each parameter through supervision and by providing real time feedback.
* Training the new agents for product related and quality related knowledge to provide best service and quality to the customer.
* Motivating the agents by arranging team outings and team meeting.
* To improve parameters like quality and C-Sat by giving responsibilities and motivating them to take initiatives.
* Handled R&R forteam members for different parameters (various activities for motivation and retention)
* Motivated maximum agents to take benefits of extra mile (OT) and split shift to improve individual performance along with the team performance for the betterment of the process.
* I am responsible for both quantitative and qualitative deliverables like service level, answer percentage, productivity of team members, Schedule Adherence, Attrition, FCR, internal & external quality and C-sat.
* Do follow up with the client for customer’s issue and for resolution.
* Do follow up and coordinate with the training team and client for any product related clarity.
* Conduct briefings for entire floor on process and product.
* I have taken trainings of new batches of trainees who are newly joining organization.
* Prepared a module of floor seating arrangement to search perticular advisor by maping with CMS.
* Prepared a file where we can get the man power requirement to answer offered calls within service Level. Also we can identify the variance of offered call and answered calls from this file.
* Prepared excel file where we can find out manpower requirement to answer calls to achieve SL.
* Prepared Floor structure on Excel sheet to find out advisor’s desk or to find out AVAYA and IP from the floor.

**Highlights / Achievements**

* Handled 2 teams of 40 agents without co team coach for 3 months and also improved quality score of both the team by giving real time feedback and by provide them suggestions to improve the score in quality.
* I have achieved top position in quality parameter with MTD score of 95% quality on the floor.
* Maintained data of quality, team’s performance and individual agent’s performance.
* Prepared Floor lay out (South Wing) to help find out any work station easily on the floor.
* Prepared excel file to get real time service level and manpower requirement.
* Handled Easy tag project of the floor and became SPOC for the same and also improved the MTD score from 86% to 98%.
* I am the member of Asset Management team and handle and manage company assets.
* To motivate agents provided them individual parameter to take initiative in performance improvement plan and also improved quality and C Sat Score and also maintained.
* Achieved 90% and above Monthly scores in quality.

**SUBJECT MATTER EXPERT (August ’07 to August ’08)**

* I have managed team of 15 agents and improving performance of team members.
* I have conducted trainingof agents for product, quality and call scenario with live examples and mock calls and also improved the performance of buddy agents by arranging tests related to product.
* I have conducted sessions related to tagging scenario and product.
* Made agents friendly to take calls on the floor by make them listening live calls taken by good quality achiever agents.
* I havedone cooperation with training department and clients for any clarification on product and process.
* I have made roster of new buddy agents in the buddy process.

**People Management**

* Actively involved in team’s each member; training and mentoring associates, ensuring best performance.
* Providing suggestions and support new agentsfor building capacity and better customer servicing including providing guidelines for interaction with customers.
* Identifying and implementing strategies for building team effectiveness by promoting a spirit of cooperation between team members.
* Actively involved in conducting performance improvement for providing feedback on areas of improvement to associates.

**Highlights / Achievements**

* Prepared PPT for products and services to conduct session in buddy process.
* Prepared Vodafone Alert Search Engine to find out easily any Vodafone alert’s detail and also got appreciation from the TOIs and TLs in buddy process.
* Attended training programsLeadership Development, Feedback and coaching, TTT (Train The Trainer) and TYT (Train Your Trainee).

**Customer Care Executive (April ’07 to Aug’07)**

* Taking initiatives of the team on behalf of team coach by provide briefing and call scenario to provide good customer service and improve quality.
* Held sessions for clarifications in product and parameters.
* Taken initiative to collect off request and daily performance report.

**Highlights / Achievements**

* I was top scorer agent in quality along with the other parameters.
* Achieved 96% quality from INDICA audits.
* Handled team in the absence of team coach.

**Overnite Express Ltd. (April 05 to Dec 06)**

**Computer Operator and in-charge.**

* Handling day to day activities of Computer Operators as a In charge and team of 20Operators and other reports handling of data validation, non validation, delivery reports of documents and the status of return documents.
* Along with overall management of operation including customer care tapes data cap.
* Escalations of customer’s query, complaints and requests.
* Meeting Franchise mangers and plan the sales targets and actions.
* Visiting branches and improving usage and penetration of direct channel ie phone banking diverting customers to phone banking etc.
* **Designation:**Computer Operator
* **Role:**Full filling the targets of delivery entries, Return to origin entries of Documents and parcels.
* **Team size:** 20
* **Designation:**Computer Operator In charge and AZ in charge.
* **Role:** leading a team of 20 operators and in charges of 15 branches to achieve target of delivery within set timeframes and training and recruiting of new operators for two years.

**Highlights / Achievements**

* Computer Operator during initiative period of joining Overnite Express Ltd.
* A member of special team for reports of delivery and return documents awareness program.
* Part of consistently target achiever among the team.
* Acclaimed as a Computer Operator in charge in eleventh month in Ahmadabad in Overnite Express Ltd.
* Awardedas a consistently target achiever for Gujarat Circle in Ahmadabad.

**Technical Skills**

* Knowledge of operating Windows XP and Windows 2000.
* Good Knowledge of MS Excel, MS Power Point, MS Word etc.
* Good Knowledge of Tally 7.2.
* CMS, CRM, WFM

**Other Skills**

* Leadership skill
* People Management.
* Team Bonding
* Motivational Factors

**Personal Details**

* Date of Birth: 26thNov, 1983
* Gender: Male
* Marital status: Married
* Language: Hindi, Gujarati & English