**Hitesh Agarwal**

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**Managed assignments in the areas of Process Improvement/Cross Sales/MIS/SLA Management in Telecom / Banking with multiple organisations of high repute**

**Profile**

* Expertise of more than 8 years in Voice and Backend Operations which includes Operations, Training, Cross-Sales, Human Resource, Quality and making Standard Operating Procedures (SOP) as per the Service Level Agreements.
* Possess well developed interpersonal and communication skills, a positive approach and a track record of target achievement.
* A systematic, organized, hardworking and dedicated team leader with an analytical bent of mind, determined to be a part of a growth-oriented organization.

**Profile**

## 

**CAREER CONTOUR**

**Vodafone India Service Pvt. Ltd. From March, 2011 till Date**

**Designation: - Team Manager Location: Ahmedabad**

**Profile:**

**Handled 3 Line of Business**

1. **Indexing & Disconnection – Vodafone UK:**

The team deals with the various request received by the customer and also by retailers like Mobile Disconnection, Address Change, PAC ( Port Authorization Code ) Generation, Name change, I-phone Sim Swap & Insurance cancellation. Also, the customer emails / letters received are sent to customer services team as per the content and the value of the customer in turn to be replied by the Customer Services Team.

There are 09 Sub Processes in Indexing & Disconnections.

1. **Customer Billing Process-Vodafone UK**

In this process we deals with the customers who has taken a new connection or upgraded to a new a contract a first bill communication is been sent along with Pro-rata Rental & Actual Rental to avoid first bill confusion which customer would have.

1. **Enterprise Porting – Vodafone UK**

In this process we handle the request which are received from Enterprise / Corporate customer for Bill Plan Change, addition / deletion of service packages, PAC ( Port Authorization Code ) generation, Disconnection Request, Address Change, Bill System Change, Ordering & Delivering of New Handsets / SIMs to the customers.

**Roles & Responsibilities:**

* Handling a team of 31 FTE’s divided into 16 sub processes
* Driving SLA performance of the process, ensuring a high-quality customer experience, elevating customer satisfaction, while adhering to the SLA’s and work processes thus managing cost-effective operations.
* Weekly reviews and discussion with internal management and client on process and performance management
* Implementing quality improvement measures for continual improvement in the transactions processed.
* Taking team building initiatives to promote higher employee morale, better job performance and reduce attrition rate
* Preparing the monthly scorecards and performance dashboards for the team.
* Ensures the completion of urgent issues and escalations on priority basis by continuous client interactions and account managers and different departments in UK.
* Doing monthly one on ones, scheduling shifts, coaching and mentoring the team members whenever required.
* Doing email audits and quality check on the transactions performed to ensure no errors are made.
* Motivating the team members to drive process improvements and taking initiatives apart from the core job.
* Attending VC for any process changes, enhancement on weekly and ad hoc basis

**Achievements:**

* Successfully transitioned the Indexing & Disconnection before the given timeline – 31 FTE process.
* Successfully transitioned the Customer Billing Process before the given timeline – 05 FTE process.
* Successfully transitioned 2 processes i.e. VCO Disconnections and GOSA with all parameters met – 06 FTE.
* Have done 1 Yellow belt project in Quality.
* Was recognized as a **“Superstar”** thrice for taking additional responsibilities and ad-hoc work completing them within timelines.
* Recognised **thrice as Monthly Winner** among the Team Managers for effectively handling the team & the business.
* Recognised as the **Best Team Manager** for the **First Quarter, 2012** (April – June) for effectively handling the team & the business.
* Recognised as the **Best team Manager** for the **Last Quarter, 2012** (January – March) for effectively handling the team & the business.
* Received various appreciations from the onsite manager for the quick resolutions for the escalations and issues.
* Received appreciation from the Client

**HDFC Bank – From: Nov., 2007 to March, 2011**

**Designation: - Assistant Manager Location: Ahmedabad, Chandigarh**

**Profile:**

Credit Cards Division

The team use to answer to the inbound calls of the Credit Card Holders. We use to resolve the queries, complaints received from the customer. Also, use to do Cross-sell on various Bank Products like Loan on Cards, Health Insurance, Life Insurance, Home Loan and Personal Loan.

**Roles & Responsibilities:**

* Handled a team of 14 Advisors who use to directly report to me.
* Preparing Daily MIS and reporting them to Top Management.
* Achieving Daily / Monthly Cross-sell Targets assigned to the team and the Centre.
* Use to handle the entire Operations of the Centre in the absence of the Centre Manager as back up.
* Handled Online Escalations received from the customer and resolving the queries and complaints of the customer.
* Handled the Escalations received from the Top Management, RBI. Hence, provided customer satisfaction by resolving the issue in the best possible way.
* Handled hiring process for the new agents.
* Was Back up trainer for new joinee in absence of the trainer.
* Use to conduct refresher trainings for the advisors for new updates and to maintain the quality of the process.
* Use to handle payroll process for the advisors for the entire centre.

**Achievements:**

* Stood First Pan India for over achieving cross-sell targets for combine months of June, July & August, 09.
* Stood second as best in supervisor in achieving cross-sell targets for the month of April 2009.
* Stood among the best Supervisor Pan India for cross-sell targets for the month from September to Dec, 08.

**Idea Cellular Ltd – From: March., 2004 to Nov., 2007**

**Designation: - Sr. Executive Location: Gandhinagar, Ahmedabad,**

**Profile:**

The team use to handle inbound calls of the Post-paid / Prepaid Customers of Idea whereby handling queries & complaints of the customer.

**Roles & Responsibilities:**

* Handled Prepaid Operations of Idea Cellular at I-call India Pvt. Ltd, as Onsite Manager whereby handling day to day operations like SLA Achievement, Seat Utilization, Quality target achievement, cost effectiveness & SOPs.
* Handled a team of 34 advisors for Post-paid Call Centre & hence achieving various Call Centre parameters like SLA, AHT, Productivity & Quality.
* Use to do refreshers for the advisors of Post-paid call centres for various new products which were launched on daily basis.
* Prepared Daily MIS and published it to Top management.
* Worked with Backend team handling complaints received from Post-paid Customers regarding their bills and resolve them.
* Handled with deposits team whereby use to handle the deposits request received from the customers.
* Was member of Bill Guarantee team whereby if any error in bill and if the customer use to spot than the company use to give a discount in their bills.
* Was member of International Post-paid roaming whereby use to test base the International tie-ups and tariff charges in accordance with Marketing & Technical team.
* Handled Business partner’s queries and complaints.

**Achievements:**

* Awarded as “Excellent Performer” for finding out revenue leakage in the systems-January 2007.
* Recognized by Brainwave Team (suggestion tool to improve process & products) for providing suggestions for automized refunds for PD accounts in system-December 2006.
* Awarded as “Highest Productive Champion” for closing maximum complaints / requests / SMS along with highest “Quiz Score”-July 2006.
* Awarded as “Star of the month” for highest PTB (Professional Telephonic Behaviour) along with highest “Quiz Score”-May 2006.
* Awarded as “Star Performer” for closing maximum complaints / requests-June & July 2005.

**Infosystems Pvt. Ltd. – From: January, 2003 to March, 2004**

**Designation: - Jr. Executive Location: Ahmedabad**

**Profile:**

Was the part of the team whereby we use to handle inbound calls of the Customers who had SBI Credit cards and hence resolve their queries/complaints pertaining to the cards.

**Roles & Responsibilities:**

* Handled inbound calls of the SBI Credit Cards.
* Use to Cross –sell Cash on call and Balance Transfer.
* User to prepare Monthly and Daily MIS and publish them to Top Management.
* Handled Card Dispatch whereby ensured that the cards are delivered on time.
* Handled Bill Dispatch and delivery by various courier agencies to ensure on time delivery.
* Handled CPV agencies MIS for the verification done of the new customer before card sourcing.

**SCHOLASTICS**

* **Diploma in Industrial Relations & Personal Management** from Dr. Rajendra Prasad Open University in April, 2003.
* **B.A (Bachelors of Arts: English Literature) from L.D. Arts College**, Gujarat University, March, 2002.
* **HSC** from New Saurabh Higher Secondary School, Gujarat Board, Ahmedabad 1999.
* **SSC** from Shri. Shajanand Primary & Secondary School, Gujarat Board, Ahmedabad 1997.
* Well versed in various MS Office, Internet Applications.

**TRAININGS**

* Have attended “Assessors Skilled Workshop” in March, 2012 for conducting appraisals of the subordinates.
* Participated in training of “Customer Service-The Success Mantra of the 21st Century” conducted at Ahmedabad Management Association (AMA)-December 2005.
* Participated in “Yellow Belt” training.

**PERSONAL INFORMATION**

Date of Birth : 17th November, 1981

Languages Known : English, Hindi, Gujarati & Punjabi

Marital Status : Married

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