**Curriculum vitae**

**Mukesh Soundhiya**

**Objective: -** To secure a challenging and responsible position, which gives Opportunity for development and progressive application of my Qualifications, skills and experience.

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| ***PROFESSIONAL EXPERIENCE*** |

**PAY MASTER 12 MARCH 2020 TO 18 DECEMBER 2022**

**Designation:- supervisor**

Banking process

Revenue, People Management Planning, Quality

**Karvy Digi Konnect: - Sep 2015 TO 15 September**

**Designation: Team Leader– Operations**

Process: Videocon D2H – Dish D2H (IB)

* Managing a team of 28 agents
* Leading and supervising a team of customer service staff
* Revenue, People Management Planning, Quality
* Handling KPI which includes service level, answer level etc.
* To manage, motivate and develop staff providing customer services

**Cogent PVT LTD 2Feb 2019 to 10Jul 2020**

**Designation: Team Leader– Operations**

Process: Videocon D2H – Dish D2H (IB)

**Job Profile.**

* Managing a team of 17 agents
* Handling KPI which includes service level, answer level etc.
* Ensuring Team Shrinkage and Attrition is under control.
* Attending quality calibration sessions with team to improve qualitative productivity.
* To manage, motivate and develop staff providing customer services
* Providing help and advice to Staff & Customers using organization's products or services
* Analyzing statistics or other data to determine the level of customer service organization is providing
* Leading and supervising a team of customer service staff

**Aegis Bhopal PVT LTD : - July 2012 to Apr 2015.**

Designation: - Agent, SME - Operations

**Job Profile:-**

1. Handing real time inbound calls.
2. Handling quality score in external quality.
3. Also support in floor.

**Educational and Qualification Detail:-**

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| ACADEMIC BACKGROUND | | |
| Year | University /Institute | Degree/ Program |
| 2016. | BU Bhopal. | B.sc. |
| 2011 | Boys higher secondary school suthaliya. | Higher Secondary |
| 2008 | Subhash vidhya niketan high secondary School | Secondary |

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| **EXTRA CURRICULAR ACTIVITIES** |

1. Kabbadi, Playing Cricket.

***Personal Details***

NAME : Mukesh Soundhiya

Date of Birth : 09th Apr 1991

Email : Soundhiyamukesh@gmail.com

ADDRESS : 55 villagenari post mou tahsill biaora dis-rajgarh- (MP)

564677.

LANGUAGES KNOWN : Hindi, Gujarati and English

CONTACT NO : 8878221672(Mobile)

(Mukesh Indersingh Soundhiya)