**Resume**

**Akash Arora**

**Objective - To pursue a challenging and growth oriented career in an organization that offers opportunities to learn & grow.**

**Work Experience:**

* **Working with British Telecom, Gurugram since 7th September 2015 till date.**

**Designation – Trainer: Subject Matter Expert – Learning and Development – May 2019 till date**

**Job Description**

* Delivering process training to the new hires and conducting upskills session for tenured employees.
* Managing attendance, leave requests and rostering the new hires while they’re in training.
* Supporting the new hires on the floor while they’re in nesting period.
* Monitoring their performance and keeping a track of their NPS and FCR.
* Coaching and mentoring the low performers and helping them to meet the set KPIs
* Monitoring their chats and conducting feedback sessions.

**Designation – Associate – BT Wholesale – August 2016 – May 2019**

**Job Description**

* Currently working in a Ring-Fenced team for Aldi Project (Gamma Communications) under advance model office strategy to support onshore partners.
* As requested by client Gamma, worked as an individual contributor for handling Customer Queries related to their order placed for Ethernet.
* Working for Ethernet Team which deals with Broadband orders.
* Working with Onshore partners to keep our customers informed
* Mentoring new joiners related to the process and providing full day floor support.
* Helping them for error free work and processing with “Right First Time” methodology.
* Taking daily huddles and sharing process related updates within the team.
* Active participation in organizational functions and fun activity on the floor.

**Job Description – BT Business – September 2015 – July 2016**

* Working on requests received by Onshore Sales Agents.
* Reviewing the documents sent by the sales agents for authentication.
* Processing the requests related to Issuance, Cessation or any Modification on FIFO basis to ensure not to miss the TAT.
* Using Adder application to provide assistance for plan related queries and to provide new discount plans on the line.
* Calling up the customers as a part of “Keep Customers Informed” (KCI) about their order status and informing them about the appointment and availability of the engineer visit.
* Issuing orders with accuracy to prevent errors as a part of quality parameters.
* **Worked with MetLife Global Operations Support Center, Noida since December 2nd 2014 to August 27th 2015.**

**Designation – Insurance Associate (Policy Placing, Funding & Closing)**

**Job Description –**

* Checking the scanned documents sent by the clients for validation.
* Making decisions related to the issuance and rejection of the policy basis the order of the documents.
* If documents are in good order then processing according to the customer requirements.
* Ensuring to place the policies on agreed timelines.
* Preparing daily individual report.
* Conducting WebEx Trainings and Conference Calls with MetLife USA.
* **Worked with Royal Bank of Scotland, Gurugram since August 2012 to June 2014.**

**Designation - Process Associate (Account Opening, Customer Complaint) Key Result Area**

**Job Description –**

* To ensure all the Account Opening transactions are processed within the agreed timelines.
* Checking the documents received from the clients and ensuring that all the compliance and mandatory checks are made.
* If documents received from the clients are illegible or forged, then reverting with an appropriate reason of rejecting the request.
* Training new joiners in a batch of 4-5 people.
* Call Conferencing with On-shore to share the process improvements ideas and other process related discussions.
* Taking daily huddle and maintaining huddle board, performance charts, process charts and manager’s board.

**Achievement:**

* Completed two Work-Outs for my process following LEAN for streamlining and time saving.
* Performed exceptionally well in my process and in the month of January 2013 won **“Star of the Week”** consecutively for three weeks.
* In the month of January 2013 I won the title **“Star of the Month”** across all the locations.
* Joined as a Grade-1 officer and in the month of October 2013 got promoted to Grade-2.
* Cross trained in 7 processes in the department and shared my best practices with other team mates to save time and manpower.

**Contact Address:**

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**Father’s name:** Mr. R. K. Arora

**Mother’s name:** Mrs. S. Arora

**Date of Birth:** November, 5th 1988

**Marital Status:** Unmarried

**Nationality:** Indian

**Language known:** English, Hindi

**Interests:** Voice & Accent | Music | Mimicry.

**Educational:**

* Passed High School from U.P. Board in 2004.
* Passed Intermediate from U.P. Board in 2006.
* Graduate in Art stream (Lucknow University), 2011.

**I hereby acknowledge that the information is true and valid to the best of my knowledge.**

**Place:** New Delhi **Akash Arora**