

Dominic Theoplus

Peter

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Sales Operations | Customer Service Operations and Engagement



Well organized and committed professional with nearly 10 years' of experience in handling sales support and resolving customer queries on time relating to various products. Possesses strong knowledge of various chat and email processes for sales activity. Experience in developing and maintaining relationships with the customers. Proven ability in extending operational support and working towards enhancing customer experience by handling escalations in minimum TAT. Imparting knowledge and mentoring other members on sales process. Proficient at building and maintaining relationships with all the external stakeholders involving customers.

Work History

FullCycle (Chart Request) as Support Team Lead | May 2019-present

(Joined as Customer Success Associate and promoted to Data Integrity Analyst)

- **Leading a team of 8 members** while providing support to the Clients and helping them with the signup process including Doctors law firms, Insurance, claim and **US government agencies**.
- Replying to emails and resolving issues related to the pricing and training of new hires and the onboarding process.
- Ability to nurture a strong and balanced customer service orientation and strives to coach leaders and agents to resolve customer issues effectively and in a timely manner.
- Responsible for driving the performance of the sales by gathering customer insights and leading improvement projects to **enhance customer experience**.
- Ensuring responses and resolution in the unit are carried out effectively and efficiently with enhanced productivity and quality to achieve the overall objective of customer satisfaction.
- Implementing strategies for building team effectiveness by promoting a spirit of cooperation between team members and monitoring their performance.
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Fusion BPO Solutions B2C as Senior Customer Service | Nov 2018-Jan 2019

- Applied measures to be implemented to achieve target, obtain competition information, relationship management and operational support.
- Took calls and generated leads for Business while provided US customers.
- Building the teams' skills, knowledge and motivation level and translating it into satisfied end- customers.
- Designed and executed effective client relationship management and serviced strategies to drive client satisfaction, retention and growth in the organization.

Diligent info Solutions as Sales Manager (Technical Sales Process)| Nov 2018-Jan 2019

- Led a team of 20 agents involving upsell packages and generated income for the client mainly **UK and Australia**.
- Handled team activities like incoming calls, emails, live chat, WhatsApp, Social Media, preparing reports, etc).
- Streamlined systems and procedures for effective team management for meeting all the training targets on time.

Kastral PC Security Experts as Assistant Sales Manager (Sales Process), | Oct 2012-May 2015

(Joined as Senior TSO)

- Involved in selling of existing customer's new plans, upgrade current customers to higher rate plans, upsell voice, data, and SMS bundles to existing customers.
- **Targeting customers in UK and Australia** and providing support via. Customer calls for assistance relating to computers or peripherals.
- Conducting timely meeting and consistently monitoring for continuous improvement in regards to achievement in regards for serving customers.

CORE COMPETENCIES

- Sales Business Operations
- Customer Service
- Lead Generation
- Email and Chat Support
- Business Process Management
- Reporting / Team Management

EDUCATION

Bachelor in Psychology,
Annamalai University, Tamilnadu
in 2012

XII, Pragati Public School,
CBSE Board in 2009

X, Mount St Mary's School
CBSE Board in 2007

HIGHLIGHTS

- Successfully led tech-support process aimed at making your digital experience better, by resolving your technical issues.
- Took part in various sports (Basketball) and athletic events and won prizes in school.
- Won several prizes in singing.