

CONTACT



Sangam Lal

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OBJECTIVE

Results-driven professional with a proven track record in team leadership and operational management, seeking to leverage nearly 8 years of experience in customer service and debt collection to drive organizational success. Adept at optimizing processes, enhancing team performance, and ensuring exceptional service delivery. Committed to utilizing strong leadership, strategic planning, and problem-solving skills to contribute to the growth and efficiency of a dynamic organization. Aiming to foster a collaborative work environment and implement innovative solutions to achieve operational excellence and exceed business objectives.

EXPERIENCE

Nov 2023 - Till Now

- **Operations Manager**

Moped House Pvt Ltd

Experienced Operations Manager in the automobile industry, specializing in optimizing production processes, improving efficiency, and ensuring top-quality standards. Adept at leading cross-functional teams and implementing strategic initiatives to drive operational excellence. Proven track record of reducing costs, increasing productivity, and enhancing customer satisfaction through innovative solutions and continuous improvement methodologies. Skilled in supply chain management, logistics, lean manufacturing, and safety compliance. Committed to fostering a culture of teamwork and continuous development within the organization.

Dec 2020 - Oct 2023

- **Team Lead Operations**

Startek

Dynamic Team Leader with 3 years of experience at STARTEK, specializing in managing customer service processes for prominent e-commerce platforms including Flipkart, Zomato, and Blinkit. Adept in both chat and voice support, with a strong focus on driving Customer Satisfaction (CSAT) and ensuring high-quality service delivery. Proven expertise in controlling shrinkage and reducing attrition, contributing to a more efficient and motivated team. Skilled in the e-commerce industry, committed to optimizing performance and enhancing customer experience through strategic leadership and continuous improvement.

Feb 2016 - Jan 2020

- **Team Lead Operations**

DesqWorx Pvt Ltd

Accomplished Team Leader with 4 years of experience managing international voice processes for USA customers at DESQWORX Pvt Ltd. Proficient in leading and motivating teams to deliver exceptional customer service and achieve high performance metrics. Skilled in resolving diverse customer inquiries, ensuring service quality, and maintaining high levels of customer satisfaction. Demonstrates strong leadership, communication, and problem-solving abilities, fostering a productive and positive work environment. Committed to driving team success and enhancing customer experiences in a dynamic, fast-paced setting.

Dec 2011 - Sep 2015

- **Sr. Collection Expert**

Encore Capital Group

Seasoned Debt Collection Specialist with nearly 5 years of experience at Encore Capital Group, focusing on out-calling to USA customers to collect unsecured credit card loans for multiple banks. Demonstrated expertise in debt recovery within a captive unit, achieving significant success in securing repayments.

Promoted twice in recognition of outstanding performance and leadership skills. Proficient in handling challenging customer interactions, negotiating repayment plans, and maintaining compliance with regulatory standards. Committed to maximizing collections while ensuring a positive customer experience.

Nov 2010 - Dec 2011

- **Customer Service Executive**

IBM Daksh

Dedicated Customer Service Executive with 13 months of experience at IBM Daksh, handling inbound calls for the CITI Mortgage process. Skilled in addressing and resolving queries from USA customers related to their mortgages, while maintaining the highest CSAT and quality scores. Thrives in a high-paced environment, demonstrating adaptability and consistently maintaining top performance. Committed to delivering exceptional customer service and ensuring a positive customer experience through effective communication and problem-solving.

Feb 2010 - Oct 2010

- **Process Expert**

Genpact

Experienced Inbound & Outbound Calling Expert with a proven track record at GENPACT, excelling in handling customer queries related to MAX NEW YORK LIFE insurance policies. Adept at both inbound and outbound communication, providing exceptional service and support to customers. Known for maintaining high performance and quality standards, effectively resolving customer issues, and ensuring customer satisfaction. Demonstrates strong communication and problem-solving skills, contributing to a positive customer experience and fostering long-term relationships.

EDUCATION

2008

- **University of Lucknow**

Bachelor's in Science

50%

SKILLS

- Operational Efficiency • Expertise in optimizing processes and workflows to improve operational efficiency and reduce costs.
- Strategic Planning: Skilled in developing and implementing strategic initiatives to achieve long-term business objectives. • Budget Management: Experienced in managing budgets, controlling costs, and ensuring financial efficiency
- Quality Assurance: Committed to maintaining high-quality standards and implementing quality control measures. • Risk Management: Capable of identifying potential risks and developing strategies to mitigate them.
- Vendor Management: Skilled in negotiating with and managing vendors to ensure quality and cost-effectiveness.
- Regulatory Compliance: Knowledgeable in ensuring operations comply with industry regulations and standards.
- Leadership Skills • Leadership: Strong ability to lead, motivate, and develop a team to achieve high performance and meet organizational goals.
- Performance Management: Skilled in setting performance targets, monitoring progress, and providing constructive feedback to team members.
- Conflict Resolution: Effective in resolving conflicts within the team, fostering a positive and collaborative work environment.
- Training and Development: Experienced in training new team members and providing ongoing development opportunities to enhance team skills.
- Time Management: Proficient in managing team schedules and ensuring efficient allocation of resources to meet deadlines. • Communication: Strong verbal and written communication skills, essential for clear and effective interactions with team members and stakeholders.

PROJECTS

❖ STARTEK - Inbound Process Leadership:

- Led multiple projects, specifically managing the inbound processes for Zomato and Blinkit.
- Oversaw daily operations, ensuring high-quality service delivery and customer satisfaction.
- Implemented process improvements that enhanced efficiency and performance metrics.

❖ DESQWORX - Team Setup and Leadership:

- Spearheaded the setup and operational management of the DESQWORX team for a startup company.
- Established processes and workflows from the ground up, ensuring a smooth and efficient operation.
- Successfully built and led a high-performing team, driving key performance indicators and fostering a collaborative work environment.

INTERESTS

- Watching Cricket and Cooking

LANGUAGES

- Hindi English

Date:

Signature:

Place: