

RUBEN RAJ

SENIOR TEAM LEAD

CONTACT DETAILS

- +91 8800850147
- ruben.raj1991@gmail.com
- Block C-1 Phase-4 Aya Ngr ND-110047
- www.linkedin.com/in/ruben-raj-9961941aa

PERSONAL DETAILS

- D.O.B - 14th Aug'94
- Nationality - Indian
- Marital Status - Single
- Gender - Male

SKILLS

- Team Development
- Customer Focus
- Complaint resolution
- Quality Improvement
- Teamwork and Collaboration
- Issue Resolution
- People Management
- Performance
- Improvement
- Adaptability and Flexibility

LANGUAGES

- English
- Hindi



PROFILE SUMMARY

Multi-tasking, well known for executions, creates dynamic and positive workplace culture, hardworking and passionate with strong organizational skills, always up for helping team in achieving goals.



WORK EXPERIENCE

Spinny (Valuedrive) | Gurgaon, Haryana

Sr. Team Lead
Team Lead

JAN'24 - MAR'25
NOV'21 - DEC'23

Car Procurement Process

- Boosted sales by implementing effective training programs for new and existing employees.
- Weekly team meetings to discuss progress, challenges, and opportunities of procurement.
- Achieved sales targets consistently through regular monitoring of team performance and adjusting strategies accordingly.
- Enhanced team productivity by creating a supportive work environment and providing ongoing feedback.
- Effectively coached team members to reach weekly and monthly sales goals.

Maxicus (Kochartech) | Gurgaon, Haryana

Team Lead
SME

JAN'19 - NOV'21
MAR'18 - DEC'18

Customer Service - Outbound & Inbound (Cars24dotcom)

Campaigns

- Lead generation
- Reminder calling
- Rescheduling
- Post sales
- Inbound

- Collaborated with management to develop strategies aimed at improving overall team performance.
- Mentored new hires, providing guidance to ensure their successful integration into the team.
- Developed team member's skills through targeted coaching sessions, resulting in improved individual performance.
- Set performance expectations for the team, monitoring progress towards goals and providing constructive feedback as needed.
- Conducted training and mentored team members to promote productivity, accuracy, and commitment to service.
- Worked with team to identify areas of improvement and devised solutions based on findings.

Hero BPO | Gurgaon, Haryana

Associate

APR'16 - JUL'17

Customer Service (Cars24dotcom)

- Streamlined the car selling process for customers, resulting in better value for the car.
- Served as a knowledgeable resource for customers, seeking guidance on industry trends, emerging technologies.
- Provided ongoing support to clients throughout ownership by addressing questions or concerns as they arose.
- Negotiated on car prices for clients, ensuring the best possible value for their vehicles. (pilot)

CRM Integrated Management Services | Gurgaon, Haryana

Associate

APR'15 - APR'16

Real Estate Telesales (commonfloordotcom)

- Increased clientsatisfaction by providing personalized property advice and recommendations.
- Improved client retention through regular follow-ups and updates on their property.
- Maintained strong relationships with clients, leading to referrals.
- Upselling of premium packages for high responses.

SERCO BPO PVT LTD | Gurgaon, Haryana

Associate

JUL'14 - APR'15

Credit Card Telesales (AMEX)

- Maintained a high level of product knowledge, providing accurate information to the customers.
- Developed strong relationships with clients through attentive listening and empathetic understanding of their needs.
- Managed high call volume with exceptional time management skills, minimizing wait times for customers.
- Enhanced customer satisfaction by effectively addressing inquiries and resolving issues.



EDUCATION

10th (CBSE)	2010-2011
12th (NIOS)	2012-2013
Graduation (Himalayan University)	2013-2016