

Ashish Ranjan

RZF 40B, Street no. 4, Mahavir Enclave Part 1, New Delhi 110077

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Summary

Workforce Analyst offering 2+ years and Industry experience of more than 6+ years of diversified experience. Excellent communication and problem-solving skills. Dedicated to achieving Client satisfaction as well as meeting or surpassing company expectations. Able to focus on projects, develop strategies and meet or exceed deadlines.

Education

Master of Business Administration (MBA), 2023

From Amity University, Noida, India

Bachelor of Computer Application, 2018

Annamalai University — Annamalainagar, Tamil Nadu, India

Senior Secondary: Science, 2014 CBSE

Experience

Associate, Workforce Management, Concentrix

June 2019 to Till Date — Gurgaon, Haryana

- Perform continual analysis of current performance (noting recent historical trends) and conduct real-time re-forecasting to make necessary adjustments in staffing plans and coordinate with Operations teams to achieve service level goals / business objectives for a multi-site operation.
- Maintain constant communication with Operations teams to coordinate needed staffing adjustments based on current and forecasted results.
- Produces call volume forecasts on a daily, weekly, monthly and annual basis for multi-site operation.
- Generates and evaluates staffing schedules, and ensures data updates into scheduling system. Generates short and long-term staffing models and provides recommendations based on analysis.
- Compares results to forecast and identify opportunities for improvement.
- Other related duties as assigned.

Senior Representative, Concentrix

October 2018 to May 2019 — Gurgaon, Haryana

- Handle customer queries through chats.
- Prompt response on chats.
- Handle internal system to manage order flow.
- Resolve problems on customer related to Bills and phones.
- Maintain CPH of 6 chats in an hour.
- Cross-trained and provided back-up for other customer service representatives when needed.

- Manage quality communication, customer support and product representation for each client.
- Guaranteed positive customer experiences and resolved all customer complaints.

Senior Process Associate, Stealth Mode Pvt. Ltd. (Formerly Known as 'WB PROMOTIONS PVT. LTD.')

July 2017 – August 2018

- Handle customer queries through phone calls, chats and emails.
- Convert inquiry calls/chats to sales.
- Prompt response on emails.
- Handle internal system to manage order flow.
- Resolve problems on customer orders with vendors.
- Converting leads to Sales. website inquiries per day, converting into renewal customers.
- Cross-trained and provided back-up for other customer service representatives when needed.
- Managed quality communication, customer support and product representation for each client.
- Guaranteed positive customer experiences and resolved all customer complaints.

Customer Care Executive, WB Promotion

August 2016 to April 2017 – Gurgaon, Haryana

- Handle customer queries through phone calls, chats and emails.
- Convert inquiry calls/chats to sales.
- Prompt response on emails.
- Handle internal system to manage order flow.
- Resolve problems on customer orders with vendors.
- Converting leads to Sales. website inquiries per day, converting into renewal customers.
- Cross-trained and provided back-up for other customer service representatives when needed.
- Managed quality communication, customer support and product representation for each client.
- Guaranteed positive customer experiences and resolved all customer complaints.

Personal Details

Father's Name: Mr. Mahendra Mishra

Mother's Name : Mrs. Munni Devi

Date of Birth : 1st January 1997

Gender : Male

Marital Status : Single

Nationality : Indian

Languages Known : Hindi, English.

Permanent address: - At – Morauna, PO. – Durgadih,
Rohtas, Bihar 802212

Declaration

I hereby declare that the information provided by me is true to my knowledge. I shall be responsible for any kind of inconvenience in future.

Ashish Ranjan