

Amita Singh

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Career Objective:

Seeking challenging opportunity which provides exposure to new ideas and doing it to the best of my conscience and knowledge which stimulates personal and professional growth.

Professional Experience: 4.5 Years

Delhivery (02nd January 2020 till date)

Presently working as Service Account Manager, Gurgaon.

Responsibilities: - Strategic Accounts Servicing and Management

1. Ensure all orders are processed by the team and ensure all stocks are delivered timely within the SLA.
2. Contribute strategic inputs on Customer Management Department's strategic plans and growth as well as Company's Vision/Mission.
3. Lead and contribute to budgeted performance targets and improvements in the segment to achieve and exceed performance expectations.
4. Ensure that delivery, stocks, distribution channel, service and risk management strategies, activities and investments are aligned to business requirements and achievement of business plan.
5. Lead & drive cost management, delivery on efficiency drive targets and contribute to improvement of customer experience is achieved.
6. Ensure all forecasting and delivery is within the agreed SLA.
7. Ensure that infrastructure and key capabilities are in place to support business operations and growth plan
8. Actively manage 3PL/s
9. Manage warehouse stock and inventory control including replenishment
10. Define and drive logistics KPIs, service delivery and benchmarks
11. Identify continuous process improvement projects to ensure cost savings.
12. Ensure the delivery of required service dashboards and KPI measurements to constantly stay on track of business performance
13. Embed tools, processes, policies, operational risk management framework and technology capabilities
14. Ensure full compliance with company's standards and regulatory requirements
15. Exercise due care and diligence on matters related to regulatory, mismanagement of confidential data/proprietary assets of the Company, reputation and operational risks

MIMO Technologies Pvt Ltd. (25th March 2019 to 22nd November 2019)

Worked as Service Account Manager, Noida Sec-127.

Responsibilities: Handling Operations and sales for BGV for Companies

1. Maintaining a good relationship with clients and meeting the requirements as per their needs.
2. Coordinating with the Project Client Account Manager and Client in all the scenarios like queries, Insufficiencies & quality related activities.
3. Delivering quality and error free reports in TAT.
4. Pre-screening the background verification forms to ensure complete details and supporting docs are provided by the employees and to co-ordinate with the client SPOC regards to insufficient details.
5. Scrutinize the docs and details provided by the employee for fake companies, fake universities, forged or fake docs and immediately intimate the client if found any. Processing the background verification forms as per the client's requirement for different checks like address.
6. undertaking process improvement initiatives. Creating and implementing process changes.
7. Responsible for creating process flows and SOP documents.
8. Responsible for gathering data and information on clients to create client playbooks for the organization.
9. Presentation & analysis of Weekly/Monthly/Quarterly Dashboard and reports with Sr. Management in the company.
10. Vendor management according to the client requirement.

SKUG Insights Pvt Ltd. (19th March 2018 to 20th March,2019)

Worked as Customer Success Manager, Noida Sec-125.

Responsibilities: Customer Service Management and Assisting Sales

1. Responding to customer queries and resolving them via calls, emails and letters.
2. Promoting IT products and services.
3. Delivering qualitative services to customers to create customer vow.
4. Maintaining existing customers and cross-selling, also acquiring new client base.
5. Retaining customers and providing them cost- effective solutions.
6. Coordinating between customers and IT team.
7. Understanding client's requirement and following up with different departments for the final product delivery and customer satisfaction.
8. Monitoring payment schedule and the product delivery stages regularly.

Kotak Mahindra Bank Ltd, (20th October 2015 to 31st January 2018)

Worked as Service Delivery Manager at Kotak Bank Limited.

Responsibilities: Banking Operations Management.

1. Focusing on keeping clients satisfied with the company's services through managing and fixing their issues, tracking service metrics and helping lead the professionals responsible for getting services delivered to clients.
2. Ensuring that each customer gets the same great experience from the initial stage.
3. Assessing customer feedback and improving procedures accordingly to ensure that great customer service is always provided through CRMS.
4. Working well as part of a team, to take on tasks during busier periods to help colleagues, and to be of assistance or offer guidance to other members of staff.
5. Managing day to day operations, service request and branch transaction authorisations.
6. Managing and supervising the team: work allocation, functions, efficiency and productivity.
7. Preparing reports on daily performance of the staffs, service performance of the branch and manage performance metrics.
8. Maintaining a database to track all customer complaints/ process issues and causes and drive actions to minimize them.
9. Managing grievances, escalations and NPS for the branch.
10. Supervising daily, weekly and monthly stocks of deliverable, inventory, branch transaction vouchers and etc.
11. Service and retain accounts and identify opportunities to cross-sell products and services.
12. Monitoring and maintaining compliance requirements and code of ethics as per RBI guidelines.

Internship - ING Vysya Bank Ltd (20th July 2015 - 19th October 2015)

Worked as Management Trainee at ING Vysya Bank, New Delhi.

Responsibilities:

1. Managing Operations like A/c opening, Fixed Deposit, Lockers, and Forex etc
2. Branch Operations and Audit Compliance.
3. Processing financial transactions like cash, RTGS, NEFT, etc.
4. Taking customer requests and processing them within the TAT
5. Initiate contact with potential customers for developing leads, direct sales & cross selling of products.
6. Responsible for creating a customer-focused approach for quick resolution of all queries and complaints. Also involving continuous interaction with customers and demands instant solutions to some of the complaints received, as per the satisfaction of customers.
7. Keep accurate records and document customer service actions and discussions, analysis, statistics and compiling accurate reports.
8. Maintaining customers' KYC and profiling.

Key Skills:

1. Strong ability to promote banking and IT products.
2. Excellent communication and listening skills.
3. Ability to deal with changes effectively.
4. Achieving what is set out to do, on time, every time, and with predictable costs.
5. Strong customer service and/or sales skills.
6. Swift learning and adapting skills.
7. Team working and managing capabilities.
8. Confidence and Presentation skills.

Professional Skills:

1. NISM Certification in financial Markets AMFI- Mutual Funds.
2. NISM Certification in financial Markets NSDL –Depository Operations.

Educational Background:

Qualification	Year	Institution	Board/University	% of Marks
Post Graduate Diploma in Banking Operations and Finance	2015	Manipal Academy of Banking, Bangalore	Manipal University	93
Bachelor In Computer Applications	2014	Bangalore City college	Bangalore University	62
High Secondary School	2011	Bhartiya Public School	Central Board of Secondary Education, Delhi	67
Secondary School	2009	Seth Pirmal Sr. Sec School	Rajasthan Board of Secondary Education	64

Computer Skills:

1. Excellent in basic use of computer.
2. Proficient in working on MS office, PPTs, Excels.
3. Using different banking software tools like QMS, CRM, Finacle, Profile, etc.

Personal Profile:

- Father's Name :- Sanjay Kumar
- Date of Birth :- 17-08-1994
- Languages Known: - Hindi and English
- Marital status :- Unmarried
- Gender :- Female

Declaration:

I solemnly declare that the statements given above, by me are correct and best of my knowledge and belief.

Place: New Delhi

Amita Singh