

Amandeep Kaur

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SUMMARY

Energetic and performance-driven Operations & Client handling Supervisor with 10 years of experience leading teams, improving performance, identifying opportunities, and successfully defusing the toughest clients. Excellent written / verbal communication and interpersonal skills and the ability to respectfully interface with executives from various departments and divisions.

EXPERIENCE

Manager-Customer Support

Easyrewardz Software Solutions Pvt Ltd

December 2021 - Present, Gurugram

- The company is an enterprise, SME and SMB SaaS, LPaaS provider. Handling a team of 17 Customer Support and Campaign executives which involves roster and leave management.
- Customer service portfolio of 90+ brands from retail to BFSI sectors, personally handling three P2 clients.
- Managing and driving the complete Operations for Customer Service and back - office activities.
- Planning, streamlining operational processes and quality assurance in day-to-day operations.
- Working on promotional campaigns like SMS, Emailers, Whatsapp, Push Notifications via various tools (Zoho, Salesforce, Clevertap etc).
- Setup 5 APAC international contact centers in Malaysia, Indonesia, Thailand, Singapore & Bangladesh.
- Driving brand specific calling activities.
- Ensure TAT for various activities are met.
- Monthly, quarterly and annual analysis of CS activities and agents.
- Creating checklists and SOPs for brand-specific activities.
- Quality Analysis (QA) of inbound and outbound calls, by regularly auditing the calls.
- Work on maintaining the AHT
- Prepare CSAT and other related metrics.
- Develop initiatives to improve customer service and enhance customer satisfaction .
- Coach individual team members, using a variety of data sources to optimize their performance.
- Documented process flows and training material.

Manager Customer Success & Operations

LegalMD Global Consulting Services Pvt Ltd

April 2017 - December 2021, Delhi

- Mentoring a team of client support executives to minimize customer churn & focus on retention.
- Working on CRM Salesforce & Zoho to ensure it is always up to date.
- Maintaining a strong working knowledge of clients/Member doctors, medical centres and hospitals and their insurance and legal portfolios with the company.
- Managing client communication through weekly Emails
- SMS deployments for marketing campaigns.
- Establishing coordination between The Backend and Sales Team.
- Closely dealing with our partner Insurance companies and brokers for processing the professional indemnity policy for the Doctors.

- Creating and handling client knowledge base related documents.
- Responsible for maintaining trackers and reporting for Member escalation, team revenue etc.
- Sales (DSR) , CSAT, Client Profitability - Budgeted & Forecast, Client Retention, CSE Reports.
- Timely training and inspection of the internal team members.
- Liaising with Vendors and Partners, internal Sales & Accounts team.
- Ensuring Vendor's Invoice and Payment tracking within the deadline.
- Regular Cross Selling & Upselling of services.
- Ensured an average customer CSAT of 82%, decreased customer turnover by 17%, achieved a 91% in-time client invoice processing, increasing Contract Renewal and Upselling by 20%.

AM Client Servicing & Operations

Pramati Healthcare Pvt Ltd

November 2014 - March 2017, Noida

- Full-filled client service requirements on confirmed leads received from Sales Team.
- Facilitating post-sales services to existing clients.
- Being SPOC between clients and our organization. Cross-selling and up-selling value-added services to existing clients.
- Responsible for Employee recruitment and onboarding activities. Team Management along with conducting weekly performance review, attendance, refresher training.
- Responsible for updating Client Relationship Module.
- Worked on client's feedback, escalations for their resolutions.
- Controlling employee attrition and retention.
- Strong follow-up and regular interaction for client placement and client servicing .

Business Development and HR Executive

Happy Recruitment Pvt Ltd

November 2013 - October 2014, Delhi

- Sourcing requirements from HR Department of our clients.
- Finding a suitable candidate profile for required positions online portals.
- Arranging interviews with concerned HR officials of the companies Closing those openings with a closure ratio of 85%.

Freelance BDE & Content Writer

Khoobsurati.com & Growthwell Education Group

August 2011 - August 2013

- Content writing for content marketing and Branding.
- Provided SEO content, Product description and reviews. Written Blogs and Article on several topics for 360 degree coverage.
- Freelance counselor cum BDE with GEG.
- Developed and planned out content strategies and tactics to support key objectives in brand awareness, lead generation, and online sales. Generated 900 new leads through content marketing with a 72% open rate and 52% click through rate.

SKILLS

Communication Positivity, Team Management , Strong work ethic, Operational Support, Client Onboarding, Customer Relationship Building, Escalation Handling, Analytical Skills, Excellent customer service skills , Upselling & Cross-selling products and services, Identify Customer Needs, Highly organized and detail oriented, Proactive and resourceful , Committed to continuous learning, Passionate about customer success