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Career Objective:

To obtain high levels of excellence in a growth-oriented organization and to utilize myself as a resource for all kinds of challenging profile by upgrading my knowledge and skills time to time.

Summary of Professional Skills

- Excellent global client coordination, service management and stakeholder management
- Intermediate knowledge of Microsoft office product
- Multitasking skills, Possess good presentation and organizational skills
- Good motivator and ability to solve problems independently
- Fast Learner, Adapt Well to changes and Pressures in Workplace
- Teamwork and collaboration, Professionalism and strong work ethic.
- Customer-service skills: active listening, time management, and prioritization.
- Experience in working in a diverse and fast paced work environment
- Strong interpersonal skills with the ability to interact with all levels of staff and Senior Management
- Ability to be flexible, follow tight deadlines, organize, and prioritize work and deliver results quickly

Education

Qualification	Board/University	Year of Passing	Percentage/Remarks
B. Com	Pune University	2005	64%
H.S.C	Maharashtra Board	2002	70.83%
S.S.C	Maharashtra Board	2000	71.73%

Certification:

- Certified ITIL V4 Foundation in the year 2022

Work Experience:

Organization: BT Global Business Services Pvt. Ltd.

Duration: 01 Oct 21 – Till date

Designation: Service Request Coordinator Expert

- Accountable for end-to-end timely management for Customer Complex Service Requests according to contract specific T&Cs
- Manage pre-defined, complex, and contract bespoke service requests through the Service Request Management and Fulfilment process in line with ITIL guidelines
- Keep customer informed throughout the Service Request Management and Fulfilment process and provide standard status reports
- Perform proactive jeopardy management and escalations to ensure adherence to customer SLA
- Identify customer requirements and liaise with other departments within BT and respective contracts or customer, also 3rd parties whenever necessary



- Assign tasks to relevant fulfilling teams for design, costing, delivery, etc. and ensure timely and quality completion of those tasks
- Apply and maintain design and pricing and commercial guidelines and standard work instructions
- Act as Delegate of Authority for commercial approval within agreed guidelines
- Manage Service Request queues and assignment to SR Coordinators.
- Support contract team or other Service Request Management team within area of expertise
- Continuously improve contract specific processes to increase customer satisfaction and profitability.
- Working on tools like COM tool, SQE, CIF, Intrepid, Taskbox for the request management.
- Perform Quality checks of reports & proposals prepared by the team on daily basis & also provide feedback to the team members on the quality report.

Organization: BT Global Business Services Pvt. Ltd.

Duration: 04 Nov 19 – 30 Sept 21

Designation: Service Request Coordinator

Responsibilities:

- Service Request Management: - Dealing to provide new /modify/cease of the services to the BT customer. As SRC, we deal with customer orders to grow revenue.
- Query management is also being taken care of where all customer queries related to orders or process related are dealt with & also undergoing different kinds of trainings.
- To get the pricing of the different service towers & calculate the final prices with the mark-up.
- Preparation of different kind of reports & offer creation related to all other service towers.
- To get the WAN & LAN/WLAN & Security orders progressed on SQE & BTI tool & by WAN & LAN COE's
- To work on the PO's received from the customer & assign it to the concerned COE & get it progressed timely.
- To work on Customer Interface Tool for recording the progress of the requests & orders.
- To work on the Continuous Improvement soft board in consultation with the manager & also present the same to the team & also deliver training to the team regarding CIF
- To coordinate with market units based at Hungary & Germany & also to resolve their concerns & queries to ensure smooth functioning of process.
- Client Coordination, resolving customer complaints, ensuring operational excellence and integrity of the contract.
- Ensure all requests are handled within required service standard and completed against the agreed SLA's.
- Establish and maintain effective working relationships with colleagues and customers alike

Organization: UEi Global Ltd, Jaipur

Duration: 15 Dec 12 – 15 Sep 13

Designation: Senior Counselor

Responsibilities:

- Counseling the students, handling the walk-ins & tele-enquiries.
- Converting all the leads into students of UEi.
- Collecting data from various sources, visiting various schools for presentations.
- Client coordination and follow up for the outstanding fees.



Organization: WLC College, Jaipur
Designation: Sr. Academic Advisor

Duration: 15 Apr 09 - 20 Jan 12

Responsibilities:

- Tele calling & counseling of the leads provided through different sources.
 - Generating leads from that data and converting them into admissions.
 - Preparing various kinds of reports into excel.
 - Organizing various counseling sessions for students, parents and teachers & sharing feedback to the management.
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Organization: Wipro BPO, Pune
Designation: Process Developer

Duration: 01 May 06 - 14 Nov 07

Responsibilities:

- Booking and making changes for united airline tickets.
 - Coordination and interaction with international clients.
 - Communicating all the new changes related to process.
 - Maintaining the quality of the team related to the process.
 - Being a team coach managing the team in absence of team lead, managing escalations and conflict resolution.
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Organization: HP Invent Global e-Business Operations Pvt. Ltd., Bangalore
Designation: Process Associate

Duration: 04 Jul 05 - Mar 06

Responsibilities:

- Processing of Fixed Assets Transactions in line with the AFM and local legal entities.
- On time Clearing of the line items in the account and follow-up with the customer for clearing the same.
- Monitoring of balances in the suspense accounts & follow-up with Team to ensure that the same is cleared on time.

Current Location: Raheja Atharva, Sector 109, Gurugram

References: Will be given as & when required