

CURRICULUM VITAE

Ajay Arvind Posariay

Flat No. H - 304, Ideal Park , Grand Manor CHS Ltd.,
Deepak Hospital Lane, P.K. Road, Near Seven Square Academy School,
Mira Bhayander Road, Mira Road (East), Pincode - 401107.
Mobile No : 98 92 93 16 10.
Email - Id : ajayposariay810@gmail.com

Objectives :-

Dedicate my available knowledge and energy to the organization for which i work and purse my carrier in a productive and rewarding environment.

Career Profile / Experiences :-

Organisation : **Best Deal TV Pvt. Ltd. (Matunga Road - Mumbai)**

Worked as an '**Assistant Manager Operation (CRM)**' from **March 2015 – December 2016**.

Job Responsibilities :-

- Handle a team of **160 Executives** comprising of Team Leaders, Agents of Back Office, Operation Executives and BPO agents.
- Responsible to manage day to day planning, Operational challenges, problem solving of a team of agents.
- Monitor **Call Center Operations** and ensure high quality of services to drive sales though team leads.
- Generating innovative ideas that are cost-effective ensuring profitability to the company and managing End to end process of customer service and pay special attention to team leaders, Agents queries.
- Ensured about team is well equipped, well trained, and motivated to meet the **Service Level Agreement** of the company.
- Briefing team on process updates which given by the clients and conducting training sessions every week for the bottom performer and responsible for setting up **team KRA's**.
- Provide support to **call center team leaders** and administer everyday business of call center and follow escalation matrix for escalation calls.
- Assist team leaders and develop various metrics for productivity and prepare necessary reports and Interacting with **HR team** for forecasted attrition & Billing.
- Work with team leaders and identify call volume trends and maximize ways to improve quality and quantity and weekly review with clients for the Target & Service level.
- Worked closely with all departments to ensure the **CRM** works effectively for all aspects of the company.
- Monitor and managed to solve Queries & issues related for **Replacement/Refund** process, **Web & Prepaid** order complaints and also complaints from **Facebook, Twitter** on daily basis.
- Call monitoring, coaching and feedback, responsible for delivery of the defined customer experience in every call.
- Training and development of staff, motivation, leadership for a team leaders, agents and developing future leaders.
- Helping Hand to **BPO Agents** for **Replacement/Refund process, Web & Prepaid** order complaints and also complaints from **Facebook, Twitter** on daily basis.
- Problem cases Handling & Solving for Legal issue from customer claiming complaint in Police Station and who are going to launch complaint in Consumer court.
- Helping hand in **Snatch case and Empty parcel** received by calling to customer and sort out the Issue for the **Logistics** team as well.
- Monitor & Manage **Warehouse Operations** and given training to Warehouse team to dispatch product at regular time interval.

Organisation : **Sulekha.Com New Media Pvt. Ltd. (Malad West - Mumbai)**

Worked as an 'Deputy Manager Operation (City Head)' from March 2012 - December 2014.

Job Responsibilities :-

- Handle a team of **120 Executives** comprising of Team Leaders, Agents of Back Office, Operations Executives and BPO agents.
- Monitored Listing data process of **B2B & B2C** Category, Product, Sub-types, Attributes with depth knowledge.
- Monitored and Managed and executing Data & Content projects for business information and publishing clients.
- Developed call center systems by developing customer interaction and voice response systems, and voice networks, designing user interfaces, developing and executing user acceptance test plans, planning and controlling implementations.
- Conducting In-House training for data processing and KA about data capture to DV users. Creating Documentation and Production analysis report for various data processes.
- Expertise with Analytical MIS Reporting using Advanced Excel features like Pivot table and charts. Generating reports and dashboard for team (Daily dashboard, Resource utilization report, QC report).
- Recruitment & training of team members and keep attrition rate under control. Responsible for setting up team's KRAs and improving the efficiency/ performance of team members.
- Expertise with Analytical MIS Reporting using Advanced Excel features like Pivot table and charts.
- Generating reports & dashboard for team (Daily dashboard, Resource utilization report, QC report)
- Monitor and Handle Listing team of Mumbai, Pune, Ahmedabad branches.
- Good Knowledge of Media, Advertising and Banking process.(i.e. Operations/Back Office/KPO/BPO)

Organisation : **Infomedia 18 Ltd. (Matunga Road - Mumbai)**

Worked as an ' Senior Executive Operation ' From April 2008 – March 2012.

Job Responsibilities :-

- Handle team of **110 Agents** of Back Office Operations and BPO agents.
- Monitored and Handle **Askme** department **B2B & B2C** of listing process with data analysts, Category & Product handle work and uploading listing data to server as well for call center team.
- Excellent presentation and communication skills & Ability to perform multiple tasks and work under pressure.
- Good research skills with ability to capture the best information. Familiar with Microsoft Word, Excel, Foxpro (Operating) and the Internet.
- Responsible for managing and handling data processing functions regularly, Assigned the responsibilities of implementing best standards and practices in data processing functions. Monitor and maintain the quality of database systems and secure access and use.

Organisation : **Skypak Financial Securities Pvt. Ltd. (Andheri East - Mumbai)**

Worked as an ' Senior Executive Operation ' from April 2002 - March 2008.

Job Responsibilities :-

- Handle team of **56 Agents** of Back Office, Operations.
- Collection & Processing of Cheques collected through DropBox and ICICI Atm Collector Box.
- Scrutinize all collected Cheques Client wise, Supervision & Control EDP / MIS , Analysis Daily MIS Reports.
- Finalization of Softcopies / Uploading Files, Uploading / Downloading Mails/Files using Outlook / Internet.
- Preparations Daily & Monthly MIS Reports, Software & Database Management (Backup/Restore).
- Manage Database of all India Branches. (i.e. 18 Branches), Handle System / Customer Queries.

Organisation : **MIAECT PVT. LTD. (Vashi – Navi Mumbai)**

Worked as an ‘Office Assistant Cum Dispatch Clerk’ from July 2001 - March 2003.

Job Responsibilities :-

- Responsible for Updation of Petty Cash Book, Sales Registers, Purchase Registers, Ledger Book.
- Generating of Invoice and Challans, Preparing Production Report Daily / Monthly Basis.
- Arrange Raw Material as per requirement ,Creating Daily / Monthly Stock Statement.

Organisation : **OM DATA MANAGEMENT. (Churchgate - Mumbai)**

Worked as an ‘Data Entry Operator’ from April 1998 - February 2001.

Job Responsibilities :- Punching Cheques of Dolphin, Orange , Mahanagar Gas, HSBC , ICICI Atm .

Organisation : **HONGKONG & SHANGHAI BANK LTD. (Churchgate - Mumbai) Under Contract “GOLDEN CORPORATION”**

Worked as an ‘Data Entry Operator’ from July April 1996 - February 1998.

Job Responsibilities :- Punching Share Certificate of Stock Holding .

Education Qualification :-

- Bachelors of Commerce. (April 2000)

Professional Qualifications :-

- Pursuing Correspondence ‘MBA – Operations’ from **Sikkim Manipal University**. (August 2015)
- Passed **Government Typing 40 WPM** in ‘ English ’. (Mumbai - May 1996)
- Diploma from “ **DATAPRO INFOTECH TECHNOLOGY** ” (Mumbai - February 1997)
MS-Window, MS-Word, MS-Excel, Tally, FoxPro – Operation, SAP – Operation.
- **M S C I T** - Government Computer Course (Thane ITI Institute – August 2002)
- Accounting Course from ‘**Act Management**’ (Thane Institute – October 2002)
 1. Diploma in Practical Account Manually.
 2. Diploma in Computerised Account.
 3. Diploma in Taxation.

Personal Details :-

Date - of - Birth	:	01 st April, 1976.
Marital Status	:	Single.
Mother Tongue	:	Gujarati.

Language Known :- English, Hindi, Marathi and Gujarati.

Date : _____

(AJAY ARVIND POSARIAY)

