Introduction & Objective:

* Currently working as an Associate Team Lead. My career objective is to face new challenges and achieve organisation’s expectation through continuous deliverables along with skill set upgradation in profession.
* Want to switch over to IT Help Desk for better prospect and opprotunities.

Career Summary:

* Sutherland Global Services Pvt. Ltd. (March 2016 to March 2017)
* Tech Mahindra BPS (April 2017 to till date)

Key Responsibilities:

**Organization : Tech Mahindra BPS**

Designation : Associate Team Lead

Role:-

* Data analysis
* Eliciting requirements
* Business case definition
* Requirements writing
* Requirements review
* Flow and process diagramming
* Business data analytics
* Problem solving
* Monthly based matrix preparation and conducting training to the team and individuals.
* Customer satisfaction.
* Prepare and submit periodic Team performance reports.
* Preparing weekly and monthly review of performance and matrices in dashboard for WBR and to gauge individual and team performance.
* Handling customer complaints through root cause analysis
* Handling Audits
* Analysing business potential, executing strategies to drive performance and achieve desired targets.
* Administratively manage a team of Customer Survey Executives and monitor their performance.
* Motivate and recognize team through implementation of the company’s R & R programs.
* Achieve service level and productivity targets for the team.
* Give timely & real time feedback to improve operational and individual efficiency.
* Motivating each Team Member, guiding, monitoring their performance, and implementing corrective actions as required.
* Helped preparing workflow management for the process through Salesforce to build agent’s UI- integrated with customer’s account, history, previous calls, products, step by step resolution to an issue

Achievements:

* Received 3 Extra Miler Award for Upselling/Training/SR categorizes.
* Received Star of the month continuously for 5 months.

**Organization: Sutherland Global Services Pvt. Ltd**

**Designation : C.C.E**

* Role
* Handling inbound calls for billing (US based customer)
* Combining bills, Billing explanation
* Providing strategy for new services and scale up sales
* Customer retention from multiple providers
* Maintaining customer satisfaction through voice support for each query

Skills and Certification:

**Salesforce CRM certification course from Naresh IT**

**Sales Force** [**URL :-**](URL%20:-) <https://www.salesforce.com/trailblazer/gsubha04>

**Salesforces Badges completed: -**

* Trailhead Playground Management
* Career Development Planning
* Cert Prep: Salesforce Certified Associate
* Your Guide to Trailhead
* Accounts & Contacts for Lightning Experience
* Deal Tracking with Salesforce Opportunities: Quick Look

**Hands on Skill in Salesforce CRM: -**

* + - Administer report and dashboard visibility and access
    - Apply report types and fields
    - Create and surface report charts and dashboards
    - Create dashboard components
    - Lightning Report Builder
    - Report types
    - Report filters, cross filters, and logic
    - Custom summary formula fields
    - Lightning Dashboard Builder

**Post Graduate Certificate in Business Management, Business Administration and Management, General**

from **IIM (Indore)**

Python, java, c, SQL from **UDEMY**

* Communication with the client and to the customer
* In-depth knowledge of troubleshooting computer related problems,
* Problems include: - MS office related trouble-shooting,
* E-mail and password retrieve related problems (worked on AOL, outlook, Gmail, yahoo mail)
* Creating or retrieving restore points
* Virus and malware related problems, adware, malware, virus removal.
* Boot time errors,
* Setting in the last known good configuration.
* Printer related trouble-shooting,
* Internet connection establishment, Wi-Fi connection establishment, internet property related trouble-shooting.

Personal Interest:

Playing Sarod.

**Subhadip Ghosh**