

RUBEN RAJ

Sr. Team Lead

Contact Details

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Personal Details

D.O.B - 14th Aug'94

Nationality - Indian

Marital Status - Single

Gender - Male

Multi-tasking, well known for executions, creates dynamic and positive workplace culture, hardworking and passionate with strong organizational skills, always up for helping team in achieving goals.

Education

10th from CBSE

12th from NIOS

Graduation from Himalayan University

Skills

- Team development
- Customer focus
- Complaint resolution
- Quality improvement

- Teamwork and Collaboration
- Issue resolution
- People management
- Performance
- Improvement
- Adaptability and Flexibility

Work History

Associate Jul'14 – Apr'15

SERCO BPO PVT LTD Gurgaon, Haryana

- Maintained a high level of product knowledge, providing accurate information to customers.
- Developed strong relationships with clients through attentive listening and empathetic understanding of their needs.
- Managed high call volume with exceptional time management skills, minimizing wait times for customers.
- Enhanced customer satisfaction by effectively addressing inquiries and resolving issues.

Associate Apr'15 – Apr'16

CRM Integrated Management Services Gurgaon, Haryana

- Increased client satisfaction by providing personalized property advice and recommendations.
- Improved client retention through regular follow-ups and updates on their property.
- Maintained strong relationships with clients, leading to referrals.
- Upselling of premium packages for high responses

Associate Apr'16 – Jul'17

Hero BPO Gurgaon, Haryana

- Streamlined the car selling process for customers, resulting in better value for the car.
- Served as a knowledgeable resource for customers, seeking guidance on industry trends, emerging technologies.

- Provided ongoing support to clients throughout ownership by addressing questions or concerns as they arose.
- Negotiated on car prices for clients, ensuring the best possible value for their vehicles.

Team Lead Mar'18 – Nov'21

Maxicus (Kochartech) Gurgaon, Haryana

- Collaborated with management to develop strategies aimed at improving overall team performance.
- Mentored new hires, providing guidance to ensure their successful integration into the team.
- Developed team member's skills through targeted coaching sessions, resulting in improved individual performance.
- Set performance expectations for the team, monitoring progress towards goals and providing constructive feedback as needed.
- Conducted training and mentored team members to promote productivity, accuracy, and commitment to service.
- Worked with team to identify areas of improvement and devised solutions based on findings.

Sr Team Lead Nov'21 – Current

Spinny (Valuedrive) Gurgaon, Haryana

- Boosted sales by implementing effective training programs for new and existing employees.
- Weekly team meetings to discuss progress, challenges, and opportunities of procurement.
- Achieved sales targets consistently through regular monitoring of team performance and adjusting strategies accordingly.
- Enhanced team productivity by creating a supportive work environment and providing ongoing feedback.
- Effectively coached team members to reach weekly and monthly sales goals.