

RESUME

P. VIVEK

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CAREER OBJECTIVE:

To secure a challenging position where I can effectively contribute towards realizing an organization's vision and become its integral part.

EMPLOYMENT SCAN:

Chargeback Gurus Fintech Pvt Ltd: **5.2 Years** (27 Oct 2016 to 10 Dec 2021)
First Source Ltd: **1.4 Years** (3 May 2014 to 11 Sep 15)

CURRENT ROLE:

Working as a **Team Leader**, handling analysts for the chargeback process across all the card networks. An assertive person with outstanding interpersonal skills; handling all aspects of the business including people & process.

PROFESSIONAL PREFACE:

- A professional with **6.6 years** of rich & extensive experience in heading following operations, also possess domain expertise in cards business- Team Management, Training & Development.
- End to end management of the team - the representment for the chargeback team.
- Handling all types of **payment processors and card networks** (Chase, Visa, Master, AmEx and Discover).
- Ensure all the assigned key targets/ KPI (**Productivity, Quality, win rate**) are met and exceeded.
- Conversant in managing & leading teams for running successful operations, knowledge transfer, developing strategic plans, procedures and service standards, for operational excellence.
- Able to motivate and lead others in a team environment. Able to prioritize task and workload. Track record of delivering results with deadlines.
- Rich experience in Process Management and Team Management.
- Excellent communication skills, both written and verbal. Deft in building rapport and trust quickly with everyone.
- Working towards process improvement, identifying, and implementing adequate measures to maximize client satisfaction level. Managing teams with focus on excelling business targets.
- Evaluating areas of improvements & providing critical feedback. Reviewing & monitoring daily/ weekly performance quality.
- Managing Production, Crisis Management and Resource.
- Ensuring delivery of the process as per agreed SLAs and revenue targets.
- Monitoring the performance of teams, maintaining statistics to ensure efficiency in process operations and meeting of individual & group targets.
- Conducting suitable training programs to enhance their operational efficiency leading to increased productivity.

The Growth Path

July' 21	Team Lead
July' 20	Interim Team Lead
March' 18	Client Coordination Executive
October' 16	Chargeback Analyst

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KEY ACHIEVEMENTS:

- Led Chargeback team for 2+ years without any operational misses/losses and ensuring all SLA's were met and being a customer champion. Supported ramp up from 0 to **150+ FTE** units within 2+ years across various locations in Chennai.
- Have maintained less than **2%** of attrition rate and relieve.
- As an effort to develop employee career growth enhancement, resulted in **6+** employees moved from Agent role to multiple different roles including Quality Analyst.
- Instrumental in client ramp up from **3 to 100+** during the 2015 to 2020 period.

CORE COMPETENCIES:

- Disputes Evaluation
- Chargeback Resolution
- Cover Letter Creation

EDUCATION QUALIFICATION:

COURSE	SCHOOL/COLLEGE	PERCENTAGE
BBA	Alagappa University - Karaikudi	58%
SSLC	State broad of Tamil Nadu - Erode	57%
HSC	State broad of Tamil Nadu - Erode	57.4%

HOBBIES:

- Watching movies, Listening songs

PERSONAL INFORMATION:

Father Name : S. Prem Kumar
Address : No. 56/57, Selva Nagar, Elumathur, Erode-638104, Tamil Nadu.
Marital Status : Married
Languages Known : Tamil, English
D.O.B : 17/01/1992

SIGNATURE

[P. VIVEK]