











PERSONAL

-  **Name**
Rohit Kumar
-  **Address**
M 118 Amarprakash Temple Waves
PKV Mahanagar Kundrathur Main
Road Kundrathur
600069 Chennai
-  **Phone number**
9840048780
-  **Email**
rohith6163@gmail.com
-  **Date of birth**
15-05-1986
-  **Place of birth**
Chennai
-  **Gender**
Male
-  **Nationality**
Indian
-  **Marital status**
Married
-  **LinkedIn**
<https://www.linkedin.com/in/rohit-kumar-4659681a1/>

INTERESTS



- Dance, Movies, Playing with my Kids


ROHIT KUMAR

A competent professional with an experience of 13 years in Operations Management, Customer Service, Process Management, Customer Support and have achieved the required targets set by the company where I work and I am currently heading the entire customer service team, also have an excellent track record as a good communicator and was awarded as the best employee



WORK EXPERIENCE

-  Sep 2021 - Present **Customer Service Manager**
[MI Lifestyle Management Global Pvt Ltd \(Indiashoppe\), Chennai](#)
I am heading the entire customer service team where we attend Inbound calls and also answer email tickets of our premium clients and maintain a Tat of 48 hours, I have an excellent track record of good command and communicator and was awarded the best employee
-  Jun 2015 - Sep 2021 **Assistant Manager**
[Citibank, Chennai](#)
Monitoring a team of 30 front line officers (calls and chat platform) ● With hands on experience in handling customer queries and managing a team ● Strong knowledge in business operations, implementing process changes and conducting need-based training ● Managing team performance and their BAU time to time & publishing reports ● Ability to prioritize, multitask and perform effectively under pressure ● Globally trained across products (Credit card, Banking & personal loans)

Promoted as Assistant Manager on January 2019 Best performer on monthly scorecard's always on the top 3 slot Won O & T excellence award. Featured in wall of fame on cross selling (Sales & AHT)
-  Jan 2010 - Jun 2015 **Team Leader**
[Just Dial Pvt Ltd, Chennai](#)
Monitoring a team of 25 frontline agents. ☑ Implementing process improvement initiatives through process re alignment/ redefining & efficiency management. ☑ Training and mentoring the newly joined Associates with the process & technical knowledge. ☑ Dealing with the team members by monitoring and managing the team's performance metrics. ☑ Mentoring the Team for on time callback to ensure issue resolution and customer satisfaction with 0% Ownership Failure

Promoted as Assistant Team Leader in a span of 11 months. ☑ Consistently met the Target set by the Organisation. ☑ Won the best Team Leader Award for being the best in all aspects. ☑ Within a span of 1.5 years got promoted as Team Leader. ☑ Handled the entire process with ease and excelled on the same.



EDUCATION AND QUALIFICATIONS

-  Jun 2010 - May 2012 **BBA**
[Bharathiar University, Coimbatore](#)



REFERENCES

References available on request.



SKILLS

MS Excel



Typing



Customer Service Convincing
Customers

