PERSONAL

- Name **Rohit Kumar**
- **Address** M 118 Amarprakash Temple Waves PKV Mahanagar Kundrathur Main Road Kundrathur 600069 Chennai
- Phone number 9840048780
- 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/rohitkumar-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 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

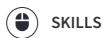
Jun 2010 - May 2012 BBA

Bharathiar University, Coimbatore



REFERENCES

References available on request.



MS Excel

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Typing

Customer Service Convincing

Customers