

BINAY TEWARI

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Synopsis

A result oriented professional with experience in strategic Planning, Resourceful at maintaining cordial relations with customers & providing Value Added Customer Service, Ensuring Quality and Service Norms to achieve Customer Satisfaction. Excellent interpersonal, Communication and Organizational Skills with proven abilities in Time Management

Career Objectives: -

Being a mind level of my career with 10+ years of experience my objective is to acquire a set of skill for self-development and growth of the Organization.

Motivation: -

Ready to impart my self professional skills toward the development of your esteemed organization

Personal Details: -

Father's Name	:	Mahendra Prasad Tewari
Date of Birth	:	31 st March 1984
Nationality	:	Indian
Sex	:	Male
Marital Status	:	Married
Languages Known	:	English, Hindi, and Bengali

Academic Background: -

- Madhyamika Board from I.C.S.E with 2nd Division. (2002)
- Higher Secondary Board from W.B.H.S.E with 2nd Division. (2006)
- B.COM from CALCUTTA UNIVERSITY. (2009)

Extra Qualification: -

Certificate in Computer Programming & Application, Know office tools; Browsing, Internet, e-mail and basics

Working Experience: -

- ❖ **Seven Months** (from (18th July 2007) to (08th Jan 2008)) as **CSA** in **XPLORE-TECH SERVICES PVT LTD.**
- ❖ **Three Months** (from (02nd Feb 2008) to (05th May 2008)) as **JR.CCO** in **E-CALL SERVE.**
- ❖ **Currently** working with **XPLORE-TECH SERVICES PVT LTD.** as **Sr. Supervisor** (from 30th June 2008).
- ❖ Experience in International Support Functions (**Fusion BPO Services**).
Since JUNE'2008 with Explore-Tech till date

Summary: -

- ❖ More than 8 years of working experience as a Team Leader in international Voice and non-voiced (Outbound/Inbound) based BPO supporting the Customer with computer security products, solving or handling queries for AT&T & Verizon customers and also handled a team of more than 30 agents in USA inbound Telecom.
- ❖ Good knowledge of computer security products
- ❖ B.Com with strong analytical, problem solving and client interaction skills
- ❖ Ability to grasp new technical things quickly

International Experience: -

- ❖ Experience in International Support Functions (**Fusion BPO Services**) **EL SALVADOR (Central America) and Jamaica (Kingston).**
- ❖ Responsible for conducting business meeting at onshore and offshore locations
- ❖ Streamline the operational practices.
- ❖ Drive the best practices and initialization the opportunities of farming.
- ❖ Responsible for enriching Client relationships.
- ❖ Headed Sales accounts offering multi-lingual voice services which include high ranking clients as **AT&T Direct Sales and Support portfolio.**

Roles and Responsibility: -

- ❖ Managing a team of more than 105 staffs
- ❖ Handling the tasks of managing all incoming calls
- ❖ Leading a team successfully and achieving the Organizational goals
- ❖ reviewing weekly reports and preparing feedback
- ❖ Developing and implementing the operating procedures of the organization
- ❖ Monitoring and controlling the day-to-day activities
- ❖ Counseling and agent grooming to the next level
- ❖ Rostering and Scheduling agents
- ❖ Training about the process to new employees
- ❖ Maintenance & Implementation of SOX Act (Sarbanes-Oxley Act)
- ❖ Conduct a formal review with every individual, identify gaps and follow up.
- ❖ Responsible for the coaching agents and respect to their performance.
- ❖ Ensure optimum utilization of the available of the available manpower by using cross functional approach whenever possible.
- ❖ Ensure seamless delivery of service to customer, meeting set metric.
- ❖ Handling client interaction and escalation.
- ❖ Ensuring that proper training opportunities are provided to agents.
- ❖ Work with WFM team and Supervisor to ensure accurate staffing/scheduling.

Skills: -

- ❖ Strong communication skills (written and verbal)
- ❖ Good interpersonal skills with an ability to understand the customer's problem And solving them
- ❖ Training new employees and getting them productive quickly
- ❖ Customer service and support software - Sales force automation software; AT&T e- CRM, Phoenix & USH Portal Ticketing

Key Strengths: -

- ❖ Process Analysis
- ❖ Customer Service
- ❖ Process Improvement
- ❖ Quality Assurance
- ❖ Risk Management
- ❖ Project Management, Team building and Leadership.

Trainings and Workshops attended

- ❖ Training on "Effective Communication Skills"
- ❖ Training on "Public Speaking Skills"
- ❖ Training on "E-mail etiquettes"
- ❖ Training on "Improving Personal Performance"
- ❖ Training on "Situational Leadership"
- ❖ Training on "Conflict Management Skills"
- ❖ Training on "Corporate Communications Skills"
- ❖ Training on "Interpersonal Skills"
- ❖ Workshop on "Corporate Culture"
- ❖ Technical training on various antivirus and security products

Achievements: -

- ❖ Offered "Best employee for 5 months continuously" for solving maximum Customer query & for giving more revenue to the company
- ❖ Got promotion after 3 months of joining the company
- ❖ Handled a team of more than 180 Staffs with 100% in SOX audits (Sarbanes-Oxley Act)
- ❖ Got an opportunity to work 1+ year in **EL SALVADOR (Central America), JAMIACA (Kingston).**

Customer Care

Resourceful at maintaining cordial relationship with customers & providing value added customer service, ensuring quality and service norms to achieve Customer Satisfaction.

Declaration: -

I hereby declare that information provided above is true to the best of my knowledge and belief.

Place: -

Date :-

(Binay Tewari)

