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***Might My Resume Fit your Requisition, Unfrozen By 100Degrees Warmth!***

# I have extensive experience of working in Customer excellence industry and have developed organisational and interpersonal skills, to multitask and prioritise tasks by planning and organising to achieve desired result. My career objective is to continuously learn and enhance skills, knowledge and experience in a dynamic environment and add value to the organization through excellence in performance and gain senior position thereby either in a leadership or hands-on/independent role.

**Demonstrated Skills**

* Team player with strong work ethic, willingness to share information, knowledge and experience.
* A positive “can do” attitude with flexibility to adapt to specific needs, invest time and effort in learning new skills. At the same time can work autonomously.
* Excellent interpersonal skills with ability to communicate effectively with internal as well as external customers through verbal and written communication.
* Decision making ability, Time management and Attention to detail.
* Excellent Computer Skills- Microsoft Office (Word/Excel/PowerPoint), ability to   
  understand the software systems and quickly adapt to the requirements of the job.

### Professional Experience

**2 Degrees Mobile Service Ltd. May 2018- Nov 2018**  
**Customer Care Specialist  
Job profile**

* + High Volume call centre with over 70+ calls daily.
  + My job profile includes upfront selling of products & Especially Broadband service to new and existing clients as selling being one of the major KPIs for me.
  + Taking accountability for 2Degrees customers for PAYM & prepay accounts
  + End to End sale for existing products to new & existing customers
  + Customer retention & ensuring the best customer service experience is given to customers & saving the revenue for the company.
  + B2B selling which includes Business/Home Broadband services including ADSL,VDSL & Fibre plans.
  + Level 1 support for email setup & problems related to Mobiles including Apple & Windows based technology
  + Root cause analysis & sending timely mails to superiors for better process engagement.
  + Upselling various products to existing & new clients
  + Upgrading/Downgrading/Switching customers on 2degrees plans

**Aegis Ltd. (Mann Travel Australia) Jun 2016 - Dec 2017**

**Senior Sales Consultant**

**Job profile**

* Assisted key markets for AU/NZ B2B customers on calls.
* Dealt with Airlines reservations including Flights, Hotels & packages
* Achieved weekly sales targets of $10k by assisting AU/NZ customers & was ranked in top 5 positions in customer service survey ranking across 300 agents.
* Assisting customers with Meals, seats including BSCT, wheelchairs & any other special requests with the airlines
* Up-selling trip insurance to AU/NZ clients along with other benefits for maximum revenue generation.
* Importing PNR’s on excel sheet & CRM for sales Metrics
* Assisted irate customers & giving them quick fix solutions for a hassle-free journey and saving company’s losses by more than 40% month on month.
* Assisting premium B2B AU/NZ customers with Mileage plus programs with different airlines to enhance travel experience to the fullest and gained maximum surveys with 5-star ratings.
* Managed high volume of inbound calls and queries in a timely manner

**Fareportal India Pvt. Ltd. Feb 2014 – Jun 2016**

**Senior Sales Consultant**

**Job profile**

* Handling US key markets/campaigns for domestic & international travel to generate sales
* Managed high volume of inbound calls and queries in a timely manner & updating on CRM
* Group bookings on GDS for which i made sales for close US $50k for 6 months in a row.
* Airlines tickets / Hotels / Packages for TC1& rest of the world
* PNR generation & uploading them on CRM for future travel plans
* Exchanges/Date changes on existing PNR’s
* Maintaining pipeline for potential customers for their future travel plans
* Handling escalations related to Price, lost baggage, airline exchanges, changing seating requests after check-in on airport
* Requesting Seats, Special request including meals, seats, wheel chairs, medical emergencies, BSCT etc
* Cancellations/Refunds/Voids as per airline policies
* ARC & BSP SOP as per the airlines for VOIDs & Reissuance
* Generating reports on weekly basis to fetch MCO & sales targets

**Southall Travels Jul 2011 – Feb 2014**

**Sales Representative**

**Job profile**

* Airline reservations on GDS, Operational tools & CRM
* Assisted premium business clients & gained superior linguistic skills.
* Exchanges in Airline reservations as per Airline fare rules
* Dealt with Major international airlines / low-cost carriers for revenue generation
* Preparing Package itineraries for clients as per their needs & comfort
* Promoting internal products like flight watcher to gain publicity & revenue generation for which i was awarded the best seller award.
* Assisting passengers with Mileage card programs of various airlines
* Taking escalations over calls / conferences to reduce revenue loss for company.
* High volume call centre with 100+ calls every day.

**Fidelity India Pvt Ltd. Feb 2010 – Jul 2011**  
**Data Centre Operator UK Bridge**

**Job profile**

* Interacting with EU/UK high stake clients for **Goldman Sachs, JP Morgan** to sell FIL Mutual funds.
* Running daily schedules, checks, EOD (End of Days) & Backups
* Monitoring Mutual fund Servers through HP Open View
* Generating Tickets & Assigning them to the Concerned Teams
* Delegated instructions to Tech Support, Network, Batch Operations, and Middleware Operations Team in Oakhill, UK
* Performing System Restores as requested by EU/UK Clients.

**Perot Systems** **Corp**. **Jan 2009 – Jan 2010**   
**Associate**

**Job Profile**

* Handled US clients for Catholic Healthcare West for 150 US hospitals.
* Generating Incident & request management tickets as per Severity on CRM.
* Activating User ID’s for users on different tools.
* Resetting passwords for CHW accounts to insure 100 % SLA level
* Generating revenue by upselling system patches on contract basis.
* Escalating cases of highest severity to the duty TM & various team associated to internal Perot systems account.
* Generating revenue by selling system patches on contract basis.
* Handling irate customers queries for not having been topped up due to system issues & applying credits on the respective accounts.

**Bharti Airtel Pvt. Ltd. Nov 2006 – Jan 2009**  
**Sales Trainer**    
**Job Profile**

* Conducting Training sessions for new joiners in Customer service delivery which included product/process training, system and soft skills training.
* Updating the entire Sales training team by sending them SMS Blast on new product launch.
* Coaching executives on process gaps.
* Conducting Certifications & Refresher trainings for agents based on training need analysis through monthly quizzes and audits
* Ensuring quality parameters adherence for new joiners by auditing calls
* Green Belt- 6Sigma project on increasing call centre scores from 72%-89%

**BPL Technologies Jul 2002 - Oct 2006**

**Sales Technician**

**Job profile**

* Selling company’s products to Indian clients.
* Daily sales driven targets to be achieved & sending reports to team leader on excel.
* Generating warm leads through follow ups & maintaining database on CRM
* Cross selling of company products over phone & at touch points
* Cold calling clients as per sale generating information internal to organization
* Providing after sales service over the phone.

# Educational Qualifications

Jul 2002 - Bachelor of Engineering (University of Pune)

**Personal Information**

**•** NZ Open Work VISA with no restrictions  
• Valid Driving Licence

**Reference –** Can be provided on request.