**Shyam Singh**

**Mobile:** +91 9414251035 +91 7069041008 **E-Mail:** Mr.Shyam86@rediffmail.com

**Worked in the areas of Process Improvement/Cross Sales/ SLA Management in Telecom / with multiple organisations of high repute**

**Profile**

* Expertise of more than 6.5 years in Backend Operations which includes Operations, Training, Cross-Sales, Human Resource, Quality and making Standard Operating Procedures (SOP) as per the Service Level Agreements.
* Possess well developed interpersonal and communication skills, a positive approach and a track record of target achievement.
* A systematic, organized, hardworking and dedicated team person with an analytical bent of mind, determined to be a part of a growth-oriented organization.

**Profile**

## 

**CAREER CONTOUR**

**Vodafone India Service Pvt. Ltd. From: April, 2016 till date**

**Designation: - Excecutive Location: Ahmedabad**

**Profile:**

**Enterprise Porting – Vodafone UK**

In this process we handle the request which is received from Enterprise / Corporate customer for Bill Plan Change, addition / deletion of service packages, PAC (Port Authorization Code) generation, Disconnection Request, Address Change, Bill System Change, Ordering & Delivering of New Handsets / SIMs to the customers.

**Roles & Responsibilities:**

* Driving SLA performance of the process, ensuring a high-quality customer experience, elevating customer satisfaction, while adhering to the SLA’s and work processes thus managing cost-effective operations.
* Weekly reviews and discussion with internal management and client on process and performance management
* Preparing Weekly and Monthly reports for process
* Implementing quality improvement measures for continual improvement in the transactions processed.
* Ensures the completion of urgent issues and escalations on priority basis by continuous client interactions and account managers and different departments in UK.
* Doing email audits and quality check on the transactions performed to ensure no errors are made.
* Use to conduct refresher trainings for the advisors for new updates and to maintain the quality of the process

Worked with **BMHRC** as an billing and admin executive **April 2014 to March 2016. (Hindaun City,Karauli,Rajasthan)**

We mainly maintain the medical stock and receive the from the distributor. Also prepare the data sheet of hospital with all maintenance including vehicles charges. Support on medical desk to preparing medical bill and medicines.

**Genpact India – From: Sep,2012 to March, 2014**

**Designation: - Process associate Location: Jaipur**

**Profile:**

Was the part of the team whereby we use to handle documentation process for loans and mortgage also do verification in loans for Australian banking process.

**Roles & Responsibilities:**

* Prepared Daily MIS and published it to Top management.
* Handled queries and complaints.
* User to prepare Monthly and Daily reports
* Research/ study on various aspects of projects
* Preparing and analysing information for the purpose of Management Review.

**Ericsson India - From: July,2011 to Jan, 2012**

**Designation: - HR Co-ordinator Location: Jaipur**

**Profile:**

Was part of HR & IR team working as a HR coordinator.

**Roles & Responsibilities:**

* Implementing quality improvement measures for continual improvement in the transactions processed.
* Use to conduct refresher trainings for the associates for new updates and to maintain the quality
* Conduct first round of Interview and scanning process
* User to prepare Monthly and Daily reports
* Responsible for maintaining quality and compliance targets

**Engg. College Bharatpur - From: Sep,2008 to April , 2011**

**Designation: - Account Executive Location: Bharatpur**

**Profile:**

In this process we are handling all account related queries.

**Roles & Responsibilities:**

* Preparing note sheet for admin dept.
* User to prepare Monthly and Daily reports
* Responsible for maintaining quality and compliance targets
* Specialization in delivering and improving student satisfaction

**SCHOLASTICS**

* **B.A (Bachelors of Arts: English) from MSJ College**, Rajasthan University, March, 2010.
* **HSC** from R.B.S.E Board, Ajmer 2004.
* **SSC** from, R.B.S.E Board, Ajmer 2002.
* Well versed in various MS Office, Internet Applications.

**PERSONAL INFORMATION**

Date of Birth : 10th July, 1989

Languages Known : English, Hindi and Punjabi

Marital Status : Married

Address : Bharatpur Rajasthan