

# Raj Rahul Kashyap

Patna, Bihar 800001

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8235911400

Dynamic and motivated professional with a proven record of generating and building relationships, managing projects from concept to completion, designing educational strategies, and coaching individuals to success. Skilled in building cross-functional teams, demonstrating exceptional communication skills, and making critical decisions during challenges. Adaptable and transformational leader with an ability to work independently, creating effective presentations, and developing opportunities that further establish organizational goals.

#readytowork

Willing to relocate: Anywhere

## Work Experience

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### Executive

Mars Mountain Security Services - Patna, Bihar

March 2018 to Present

Patna) as a Accounts Assisstant from 1 Year and 9 Months ( Since March 2018)

#### Functions & Responsibilities

- Providing support to the Accounting Department.
- Performing basic office tasks, such as filing, data entry, answering phones, processing the mail, etc.
- Handling communications with clients and vendors via phone, email, and in-person.
- Processing transactions, issuing checks, and updating ledgers, budgets, etc.
- Generating Invoices
- Assisting with audits, fact checks, and resolving discrepancy

Worked in Adarsh Services (Chandigarh) for 5 years as a Backend Coordinator. ( Feb 2013 to Feb 2018)

#### Functions & Responsibilities

- Hiring, training, coaching, and leading call center representatives as they provide support for customers.
- Leading team meetings, asking questions to better understand the calls representatives are receiving, educating and coach workers regarding processes and practices, and explain expectations to employees.
- Ensuring staff members are achieving desired service levels and taking corrective action, as needed.

- Preparing reports and analyzing center data to improve processes, ensure resources are properly allocated, and maximize efficiency and customer satisfaction.

Taking on other tasks or projects to support employees, other managers, and I center operations.

- Make important policy, planning, and strategy decisions..
- Directs cash management operations to include daily cash administration, management of current
- Distribute and store correspondence (e.g. letters, emails and packages)
- Handle accounts payable and receivable
- Recruits, interviews, tests, and selects employees to fill vacant positions.
- Delegate project tasks based on junior staff members' individual strengths, skill sets and experience levels

Worked in Balbir & Saroj Corporate Services (Chandigarh) for 1 Year & 7 Months as a Assistant Team Leader ( Dec 2011 to July 2013)

Functions & Responsibilities

- Supports team manager and performs management duties when manager is absent or out of office
- Provides encouragement to team members, including communicating team goals and identifying areas for new training or skill checks
- Assists management with hiring processes and new team member training
- Answers team member questions, helps with team member problems, and oversees team member work for quality and guideline compliance
- Communicates deadlines and sales goals to team members
- Develops strategies to promote team member adherence to company regulations and performance goals
- Generates and shares comprehensive and detailed reports about team performance, mission-related objectives, and deadlines
- Provides quality customer service, including interacting with customers, answering customer enquiries, and effectively handling customer complaints

## **bpo call center**

## Education

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### **Bachelor in Arts**

Panjab University - Chandigarh, Chandigarh

National Institute of Open Schooling - New Delhi, Delhi

## Skills / IT Skills

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- Operations Management

## Additional Information

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- Team Management and Handling
- Project Management
- Office Operations and Administration
- Content Writing
- Creative Tasking
- Data Management
- Customer Service & Satisfaction
- Sales and Marketing