

Vinay Kamble.

OBJECTIVE: -

Seeking an innovative & challenging career in a professionally managed & dynamic organization. With opportunities for development in order to contribute with dedication & determination towards the organization.

ABILITIES: -

- Strong customer services focus.
- Ability to interact with wide range of people.
- Wish to take new challenges.

QUALIFICATION: -

- S.S.C from Pune Board in 2005.
- H.S.C from Mumbai Board in 2008.
- B. Com from Mats University in 2015

Employment Graph: -

- **Poonawalla Fincorp Ltd.**
Assistant Manager (Contact Center) Sep 2021 till Date
- **Altruist Technologies Solutions Pvt.**
(Channel Partner for Bajaj Finance Ltd)
Team Leader (Outbound Sales) from October 2019 till July 2021
- **Aryan Imaging and Business Consultant Pvt Ltd.**
(Channel Partner for Vodafone cellular ltd)
Team Leader (Customer Service) from September 2013 till April 2019
- **Vkvins Consultancy Ltd.**
(Channel Partner for Vodafone cellular ltd)
CSE from Dec 2011 to August 2013

Key Responsibilities: -

As a Assistant Manager (Contact Center)

- Manage the daily running of the call centre, including sourcing equipment, effective resource planning and applying call centre strategies and operations
- Working very closely with the employees on new assignments for the department and coaching and training them on new information whenever needed.
- Works closely with the Call Center Manager and manages a Supervisory teams
- Manage staff by assessing needs and workflow, developing and training staff, answering questions, assisting with issues, and informing staff of system and related changes
- Review the performance of staff, identify training needs and plan training sessions
- Monitor random calls to improve quality, minimise errors and track operative performance.
- Organise shift patterns and the number of staff required to meet demand
- Coach, motivate and retain staff
- Sharing Daily, Weekly & Reports
- Additionally Taking care of QRG(Query Resolution Group) ,E-NACH Activation for Existing Customers & Welcome Calling Process (Cross Sell)

As a Team Leader (Outbound Sales)

- Looking for the Performance of Agents.
- Co-ordination with the Asst. Manager's & Manager.
- Reporting to the Manager with Operation & Agents Performance on Daily, Weekly & Monthly Basis.
- Taking Team Meetings on Previous & Current performance to meet KPIs
- Sharing EWS tracker with HR Team to maintain less attrition 9. Allocation of data according to associate's skillset and tenure
- Sharing Agent performance report on daily basis.
- Sharing Two hourly stats with the agents to make sure targets are achieved by EOD.

As a Team Leader (Customer Service)

- Managing Prepaid /DND Team & ensuring resolution of complaints within TAT.
- Co -ordination with respective stake holders for resolution of Complaints handled by respective End Users if any escalations to ensure closure within 8 hours.
- Educating and conducting Training for front-end on quality of Tags raised and errors done in same for reduction of wrong tags and improvement of FTR at front-end.
- Reduction of Repeat complaints by providing proper resolution at the first instance (FCR).
- Analyzing monthly data. Preparing daily, weekly and monthly reports.
- Improve TNPS scores & Reduce repeat complaint % by analyzing the trend.
- Resolving customer problems by Coordinating with different departments at the backend.

- Responsible to handle DND complaint SR and Incoming Complaints from Other Operator through TRAI
- Sales Support for RSM/ASM

ACHIVEMENTS: -

- Awarded in RNR for star performance of Team leader.
- Awarded Catalyst Award for Consistent positive behaviors and competencies

PERSONAL DETAILS:-

Name. : Vinay Kamble
DOB. : 30th Nov 1987
Gender. : Male
Nationality. : Indian
Permanent Address. : Flat No-B201 Sai Nisarg Sapphire,
Udyog Nagar,Chinchwad,Pune,411033

E-mail Id. : Kamblevinay2930@gmail.com

Contact No. : +91 9765477811
Hobbies. : Listening to Music, Watching Movies
Languages known : Marathi, English, Hindi

.

I hereby declare that the above written particulars are true to the best of my knowledge and belief.

(Vinay Kamble)