

## EXPERIENCE

2016-2017	<b>AMERICAN EXPRESS</b>	Gurgaon, India
	<b>Master Customer Care Professional</b>	
	<i>Managed a team of 12-13 professionals, monitoring their daily activities, coordinating their schedules, performing daily call monitors and providing relevant feedback and coaching to highlight work flows, procedures and service levels to meet customer needs.</i>	
	<ul style="list-style-type: none"><li>• Developed a new Quality Control Regime which led to 18% reduction of card cancellation and thus improving customer experience</li><li>• Reduced average call handling time to increase the no. of calls handled per professional by 23% through implementation of faster call resolution strategies</li><li>• Trained 5 new hires in using customer service software, data entry, data retrieval, persuasion and conflict resolution</li><li>• Achieved an average of 86%+ customer satisfaction rating as a team</li><li>• Led a project to outsource simple customer care duties thus reducing labor training expenses by 30% per recruit</li><li>• Promoted twice over a span of 1 year.</li></ul>	
2015-2016	<b>JOHN KEELLS(TELUS)</b>	Gurgaon, India
	<b>Sr. Associate- Outbound Sales</b>	
	<i>Delivered extraordinary salesmanship and marketing skills by placing phone calls to potential customers to describe the services offered at TELUS (Canada's largest Telecommunications Provider).</i>	
	<ul style="list-style-type: none"><li>• Recognized as a top performer of Q4 2015 for achieving highest TELUS TV sales in the Quarter.</li><li>• Secured the highest slab of incentives every month by achieving monthly targets.</li><li>• Promoted from Associate to Senior Associate in 5 months.</li></ul>	
2014-2015	<b>TELEPERFORMANCE(AT&amp;T)</b>	Gurgaon, India
	<b>Customer Care/Sales Professional</b>	
	<i>Provided Excellent customer service by responding to questions concerning customer accounts for different AT&amp;T U-verse (USA's largest Telecommunications Provider) along with identifying and evaluating the opportunities to grow business through the use of up/cross selling products &amp; services.</i>	
	<ul style="list-style-type: none"><li>• Handled Customer calls to ensure FCR(First call resolution).</li><li>• Met up/cross selling target consistently.</li><li>• Recognized as a top performer of Q1 2015 for achieving 83.9% "Recommend to Friend".</li></ul>	

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## EDUCATION

2013-2016	<b>DELHI UNIVERSITY</b> <b>BA(Hons.) English</b>	New Delhi, India
2013	<b>KENDRIYA VIDYALAYA CHHAWLA</b> <b>12<sup>TH</sup> Science (CBSE)</b>	New Delhi, India
2011	<b>KENDRIYA VIDYALAYA JODHPUR</b> <b>10<sup>TH</sup> CBSE</b>	Jodhpur, India

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## PERSONAL DETAILS

Gender: Male

Date of Birth: 1<sup>st</sup> Feb 1996

Marital Status: Single

Interests: Music & Technology

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**PH NO :+91-7042656143 EMAIL : kamalshrm87@gmail.com**