



Pradip Parab



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CAREER GOAL

- My interest lies in a responsible position pertaining to the field of Training, Sales, Administration and Customer Management with a Long - term career potential for growth and professional maturity.
- To achieve excellence, exercise my knowledge and expertise in the field of Training & Customer Management in the best interest of the company.
- To continue my career with an organization that will utilize my management, supervision and administrative skills to benefit mutual growth and success.



CAREER HIGHLIGHTS & ACHIEVEMENTS

- Overall unified experience of 11 +yrs in Training, Sales & Customer Management.
- A self motivated quick learner and dedicated team player.
- Excellent Interpersonal, Organizational, Analytical, Communication and Relationship-building skills.
- High enthusiasm, Patience, and can come up with productive ideas.
- Listen attentively, communicate persuasively and follow through diligently.
- A trustworthy colleague with good credentials, capable of dealing with constant changes.
- Provide training in a fervent and interesting manner.
- Consistent performer who can work under pressure and meet deadlines.
- Demonstrated ability to create Customer loyalty beyond sales relationship.
- Well acquainted with Creating presentations, Overseeing Sales campaigns and Handling Complaints.
- Ability to work productively and effectively with all levels of management.
- Process migration to TCS Manila, Philippines.
- Awarded as Best Trainer while working with a Credit Initiation Project.
- Best Agent (Quality) for consecutive 3 months.
- Received 'Service Excellence' certificate in Client First workshop.
- Experience with Microsoft products such as Microsoft Office Suite and Windows OS
- Experience in creating Simulation based trainings on Adobe Captivate 7.



AREAS OF EXPERTISE

- | | |
|-------------------------------------|-----------------------------------|
| • Customer Service | • Complaint handling & Resolution |
| • Customer Satisfaction Enhancement | • Front- End Supervision |
| • Teambuilding and Training | • Sales improvement |



EDUCATION

Currently pursuing Post Graduate Diploma in Management
Welingkars Institute of Management, Mumbai

Bachelors of Arts in Journalism and Mass communications | 2014
Sikkim Manipal University, Mumbai

Diploma in Digital Electronics | 2004
Maharashtra State Board of Technical Education, Mumbai

Secondary School Education | 2000
Maharashtra Board, Mumbai



WORK EXPERIENCE

TATA Consultancy Private Limited | Jan 2009 – Till date
Different Levels Headed:

1. End User Trainings:

Application SME – Analyzing and understanding the forthcoming changes in an application and imparting training based on the changes to Clients, Stakeholders and End Users. Various training activities e.g. pre and post trainings activities.

Responsibilities:

- Analysis of forthcoming changes/enhancements for next release.
- Discussing the changes with the Clients by preparing a high level Storyboard.
- Communicate with project related stake holders to gather release related information i.e. training schedule / material etc.
- Creating training deck on various Products.
- Deliver training to Implementation team globally on software upgrades.
- Create and drive self-development training plans / process improvements for team members.
- Prepare and Handle RCSA & PRR audit requirements.
- Handled activities such as Reports and Monthly Review Decks for the Project.

2. Product & Process Trainer/ Quality Analyst | Nov 2011 – Sep 2013

Product & Process Trainer - Conduct Inductions and Product Process Trainings

Responsibilities:

- Induction batch for new joiners.
- Product & Process trainings for new batches.
- Manage new officers on calls throughout the OJT phase.
- TNA & Action plan for low performing officers.
- Manage daily call monitoring task.
- Respond to External QA (Compliance) monitoring.
- Conduct Refresher trainings.
- Cascade process updates across the Operations & Quality team.
- Prepare and execute Performance Improvement Plan for individuals unable to achieve monthly quality benchmarks.
- Host weekly/fortnightly client call on the training / quality updates.
- Identify top performers for R & R.

3. SME (Subject matter expert) | Aug 2011 – Oct 2011

Project Pit stop - Identified low performers and give them a month's Intensive training to help them achieve daily targets.

Responsibilities:

- Help Verification officers come up the curve in terms of Quality & Productivity.
- Conduct daily briefings and de-briefings to set daily targets.
- Managing teams breaks & production activities.

4. Credit Limit Increase officer | Dec 2010 – Aug 2011

Underwriting for Credit limit increase applications for Credit Cards.

Responsibilities:

- Outbound calling for applicants employment checks.
- Assessment of Documents received.
- Verification and assessments of Credit limit increase.
- Liaising with Senior Credit officers to approve applications.

5. SME (Subject matter expert) | July 2010 – Nov 2010

Migration of the project to TCS Manila, Philippines

Responsibilities:

- Conduct interview along with Senior Manager.
- To make sure the Migration is executed smoothly.
- Managing a team of 10-15 officers during the OJT phase.
- Conducting refresher Trainings.
- Monitoring calls & coaching officers on calls.
- Identify top performers for R & R awards.

6. Credit Review Officer (Underwriter) | Aug 2009 – July 2010

Underwriting for credit cards applications

Responsibilities:

- Underwriting for risk involved in card issuance.
- Outbound Calling to Card Applicant
- Assessment of Documents received.
- Verification and assessment of Credit Limits
- Approve and Decline credit cards basis Banks policy.

7.Process Associate (Verifications Officer) | Jan 2009 – Aug 2009

Responsibilities:

- Outbound Calling for Card Applicants employment checks.
- Assessment of Documents received.
- Processing of Credit Card per policies.

Mate Equipments | Sep 2006- Dec 2008

Sales Manager

Responsibilities:

- Overlooking Sales and Marketing for Garden play equipments.
- Managing 8-10 Sales executives.
- Meeting & Convincing clients to buy company products.
- Overlooking billing and collections activities.

First source (ICICI OneSource) | Dec 2004- July 2006
Sr. Customer Support Associate (Level 2 team Advisor).

Responsibilities:

- Worked as a Level officer handling high level complaints.
- Liaising with Managing Directors team to help and resolve complaints.
- Preparing reports and sending reports to Clients and Managers.
- Managing a team of 5-6 associates.



PERSONAL PROFILE

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|---------------------------------|--|
| DOB: | 24th Sep 1984 |
| MARITAL STATUS: | Married |
| HEIGHT: | 5' 7" |
| NATIONALITY: | Indian |
| LANGUAGES: | English, Hindi, Marathi |
| PASSPORT: | Yes |
| ADDRESS: | B - 1/ 3, Sunder Nagar, S.V. Road, Malad West, Mumbai - 400064 |
| CONTACT NO: | +919892607008 |
| EMAIL ID: | pradipnparab@gmail.com. |
| HOBBIES & INTERESTS: | Photography, Travelling & A Foodie. |



REFERENCES

Available upon request