**PUNEET TANDON**

**Present Address: A 3, First Floor, Govind Apartment,Export Enclave 149/1 & 149/2 NaiBastiDevli Road Khanpur, Delhi-110062**

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**Work Experience**

**World Wide Logistics**

* **CRM/Ops Manager From May 2014 Till date**

Responsible for entire transport management related activities (including roster preparation, daily GPS tracking ,Vendor Creation,Vendor Management, query resolution, fleet utilization etc) and responsible for creating positive brand image in online and social media through Cooperate Social Responsibility (CSR) programs ,business development through reference calling, email marketing, vendor tie-up etc.

**YES Bank Limited - Branch Operations & Service Delivery**

* **Branch Service Delivery Team ( From Feb 2012 Till Jan 2014)**
* **Service Partner & Assistant Manager (CMS Payment Ops Back office Team & Contact Centre: From July 2007 Till Jan 2012)**

**Branch Operations & Service Delivery at Allahabad**

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|  | | * Performing and managing various cash activities including cash withdrawal deposit, cash sorting, cash indent, cash offload, providing bulk cash for ATMs. * Processing and issuance of DD/PO, vendor management & branch administration(Managing shifts & working of all outsource employees, housekeeping, security etc ). * Performing the task of Authorization for ECS(both Inward & Outward), Salary Processing,Cash, Fund Transfer cheque, Outward NEFT &RTGS at branch level. * Managing and catering the walk-in customer through "May I help you" desk, and processing KYC documents related to account opening, loans and other instructions. * Coordination with different departments regarding various customer instructions and solving the discrepancies at the earliest. * Filing and recording various cash and GL monitoring reports on daily basis and doing account /GL reconciliation on periodic basis. * Responsible for generating leads for CASA, loans, credit card, Mutual Funds, Life Insurance, General Insurance through branch walk-in, service calls, cold calling etc. |
| **Payments Operations**  **Contact Center Set Up**  **Service Delivery**  **Process Management** | * Managing the Inward RTGS Operations at PAN India level. * Performing the task of Authorization for Salary Processing & Outward RTGS for Entire North & East branches. * Managing the authorization of InwardNEFT at PAN India level. * Responsible for resolution of charge back dispute cases by coordinating with internal stake holders(working units/departments) * Responsible for month end activities, data collection and analysis for PAN India CMS branches. * Created business requirement specifications for IVR Call Flow, Logger, Agent front end, Complaint Management system(CQMS) & knowledge site(I-connect) for the Contact center * Coordinated with internal as well as external work units to ensure the proper setup and smooth functioning of the IVR. * Comprehensive Calls/ Query list & process flow mapping for each query * Responsible for servicing domestic and NRI customers via chat sessions. * Responsible for handling complaints/grievances escalated to Principal Nodal officer. * Responsible for Managing the contact Centre team ingenerating leads for CASA, loans, credit card, Mutual Funds, Life Insurance, General Insurance through Inbound/Outbound calls ,Chat & email campaign.   . **ABN AMRO Central Enterprises Services Pvt Ltd (ACES),Gurgaon(Dec 05 to June 07)**   * **Senior Customer Service Officer & Team Coach - Bank By Phone** * Administering delivery of competent and consistent customer Service in the face of rising customer expectations. * Ensuring service quality level - 85%, and service standards on hard & soft skills to be followed relentlessly * Ensuring prompt and courteous service delivery, attempting first call resolution of the Customer concern and grievance. * Handling the CRM (Complaint Resolution Management) System for the Bank and ensuring prompt and proper resolution of Complaints. * Attending to irate and unsatisfied customers and ensuring retention * Understanding of the Banking processes for Asset and Liability products * Improved processes to meet targets for Utilization rate, Agent performance, Product knowledge, Schedule adherence and Unscheduled Leave * Monitoring service standards, designing periodic tests/quizzes for team and achieving team sales-targets * Compliance of Audit Guidelines and the Bank policies, within the sub unit designated,  |  |  | | --- | --- | | **People Management**  **Data Analytics**  **Professional**  **Education**  **Education**  **Date of Birth** | * Managed a **team of 6 Executives** to render efficient Service to   the customers of the bank   * Introduced Organizational changes to reduce span of   control and enhance teamwork with success transfer   * Lead focus groups, devising specific training modules pertaining to cross selling, and product handling and conducting sessions * Mentoring specific group of ACES Staff under the HR Conect   programs   * **Built an analytical back end to enhance response rates.** * Interacted with the product teams for **data mining requirements**   Implemented simple processes to maximize contact rates  and conversions  One year PG Diploma in Marketing Management from IMT  Ghaziabad in first class marks (2008).  B.s.c in Maths has been done from U.P.RajarshiTandon  Open University. Allahabad with 62.27%(2004).  One-year diploma in computer software from ActiComputer Education  (Allahabad) with 74% (1999).  10 +2 has been done from U.P.Board with 61% (1997)  10 has been done from U.P.Board with 70.17 % (1995)  17-03-1979 |   **Date:**  **Place:**  (PUNEET TANDON) | |