**SHAKTI KUMAR**

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**Professional Summary:**

15 + Years of Experience in Training, Strategy and Business Planning and Development, Sales Support, International Outbound/Inbound Calling,

Operations, Customer Service BPO,.

Expert in providing technical design and migration activities for software.  
Design, setup and execute campaigns in software in coordination with sales, pre-sales, and customer service team.   
Automated lead allocation functionality for sales

Experience of all DIDs, mapping and IVR calls.   
Experience to increase the conversion of leads to sales.   
Driving quality team to regularly analyze pre-sale, sales & customer service quality and adherence to process   
Continuously creating quality improvement plan for customer service process.

**Educational Qualifications:**

* Graduation with English Hons from JP University, Chapra { Bihar }

**Technical Qualifications:**

* Well versed with Microsoft word, Excel, and Power Point.
* Good knowledge in Microsoft Mail management & Internet applications.
* Well versed with MS-Outlook 2000/XP

**Work Experience:**

* Working as Sr. Manager Business Development and Sales for US IT Staffing/Recruitment vertical with **ServeStaffing Solution INC**. from July2018 till today.
* Worked as Sr. Manager for Inbound Technical Support. With **UNOSIS IT SOLUTION** Noida from February 2015- June2018
* Worked as Assistant Manager for Inbound Technical Support with **BRAINBRO TECHNOLOGIES**, Noida from Feb 2014 – Jan 2015.
* Worked as Senior Sales Associates with **JINI ONLINE** Gurgaon April 2012 to Feb 2014.
* Worked as Subject Matter Expert for US Credit card collection with **IENERGIZER** from October 2008 to March 2012.
* Worked as Senior Sales Executive with **INTOUCH SOLUTION** from August 2007 To September 2008.
* Worked as customer care executive with **JP MORGAN CHASE** from April 2006 to July 2007
* Worked as customer care executive with **CONVERGYS INDIA** from January 2005 to March 2006

***Roles and Responsibilities ServStaff Solution INC***

* Client acquisition for permanent staffing / Contract Positions
* Client Management (From requirements to proper payments)
* Responsible in making the revenue generation acquiring new business.
* Proper coordination with the recruitment teams and relationship managers to generate quality results.
* Build and maintain rapport with the New & Existing clients,
* Accountable for all client proposals, contracts, and any further documentation.
* Bring new business to the organization,
* Responsible for the entire recruitment process clients.

Performing Root Cause analysis for the potential and chronic complaints along with immediate

Resolutions.

* Maintaining excellent relations with clients to generate avenues for additional business.
* Proactively seek new avenues to penetrate clients and attract prospects.
* Identifies and qualifies sales opportunities by providing a consultative and value-added approach to develop relationships.
* Negotiates contractual terms and conditions for employment services, and works with the operations and recruiting teams to ensure smooth handoffs.
* Responsible for start-up of new divisions, along with managing and training teams of recruiters.
* Strong ability to analyze situations, identify areas of opportunities, and develop course of action/strategies.
* Performance Analysis/Management Operations, Strategic planning, Process Improvement, streamlining: Bench Sales, Hire-Train-Deploy and Market-Market (C2C) model.
* Complete Operation.

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| ***Roles and Responsibilities UNOSIS IT SOLUTION*** |
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| * Handling a team of 2 Team Leads with 20 sales/customer service executive. * Identifying and implementing strategies for building team effectiveness by promoting a spirit of cooperation between team members. * Creating scorecard models for training and quality staff, planning targets, monitoring them and ensuring achievement of overall targets on a daily, weekly & monthly basis as well as conducting appraisal and weekly/monthly one-to-one performance review discussions. * Independently responsible for QC/QA team Function and drive operational excellence * Handing the Training of newly recruited staff in QA/ Sales/ Customer services * Analyze evaluate and consolidate the data to produce weekly, monthly, quarterly reports obtain from multiple data source across various business verticals. * Driving Continuous Quality Improvement programs and Process improvement programs * Coordinating with various departments for the resolution of client escalations. * Support Quality Head in corporate initiatives with respect to Process, Quality Metrics & Marketing * Building new processes and implementation * Responsible for day-to-day functional supervision including work assignment and attendance * Monitoring the operation of Customer Services * Responsible for Monthly Scores for Sale Team. * Tracking the Sales team performance. |
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***Roles and Responsibilities @ BRAINBRO TECHNOLOGIES***

* Team handling and people management.
* Helping agents by taking their sup calls.
* Involved with training programs with new hires.
* Takes interviews to obtain assets for the organization.
* Involved with innovative ideas to benefit the organization

***Roles and Responsibilities @ IENERGIZER Noida***

* Collecting Debt from the first bucket accounts for Credit One Bank.
* Taking Sup call and Maintain Quality Parameters set by client to meet assign SLA
* Driving the customer service quality process and continuous improvement program
* Resolving customer issues on timely manner
* Maintain, achieving and exceeding the performance expectation includes Customer Satisfaction, Backlog along with all other Metrics as listed in the KPI index
* Taking mock calls and process knowledge test for newly hired member
* Interacting with client for smooth transition of process and random calls picked by client

***Roles and Responsibilities @ INTOUCH NARAYNA***

* Handling the Customer service queries of UK customers and converting into sales and ensuring timely resolutions of their queries
* Coordinate with customer service team for preparing weekly/fortnightly and monthly report CSAT reports.
* Converting customer queries in successful product selling lead .

***Personal Profile*:**

**DOB : 15th Jan 1987**

**Marital Status : Married**

**Nationality : Indian**

**Languages Known : English, Hindi**