***RESUME***

***J V Samuel,***

***29-402, Keshav nagar ,***

***Neredmet, Malkajgiri,***

***Hyderabad - 500056. Mobile no. 8096161137***

***Email: jainapally.samuel@gmail.com***

***Career Objective:***

*My profile enriches experience in Customer Service sector, Possess a solid background cultivating strategic team management, conducting process transitions, exhibiting good operational skills, with expertise in Domestic clients and executing high-volume productivity. Overall have 22 months of experience in Customer service.*

***Areas of Expertise:***

*BPO & Customer Care service (Voice) ♦ Client Interaction ♦ Process transition ♦ Operations Management ♦ Quality Control ♦ Team Trainer ♦ Escalation desk*

***Professional History:***

***Senior Customer Care- Operations, TATA Business Support Services Ltd. ~ June 2012–March 2013 (9 Months).***

***Customer Care Executive –Operations in TATA Business Support Services Ltd. ~ May 2011- June 2012 (13 Months).***

* *To achieve on daily bases, the answered % and service levels as agreed upon by the client by regularly monitoring and doing the RTQM (Real Time Queue Management).*
* *Auditing & barging calls if required, keeping focus mainly on bottom quartile agents.*
* *Ensure that all the team members are aware of KRA (Key Recognised Areas) and process updates.*
* *Initiative / Contribution on projects taken for the process productivity.*
* *Escalation desk.*

***Education Qualification:***

* *Graduation from Jahnavi Degree College (2013).*
* *Intermediate from Wesley Boys Junior College (2008).*
* *SSC from Centenary Baptist Church High School (2006).*

***Technical Knowledge:***

* *Computer Basics, Windows 7 and MS OFFICE.*
* *Typing : Lower*

***Hobbies:***

* *Chatting*
* *Surfing Internet*
* *Outreach ministry*

***Personal strengths:***

* *Excellent team player*
* *High zest for learning*

***Personal Details:****Name : J V Samuel.*

*Father’s Name : J R Vijai kumar.  
Date of Birth : 09-03-1990.   
Gender : Male*

*Nationality : Indian*

***Declaration:***

*I do hereby declare that the above statements are true to the best of my knowledge.*

*Place :*

*Date :* ***(J V SAMUEL)***

***Qualification : B.com***

***Total Work Experience : 3.5 yrs***

***Experience in MS Office, Tally : Ms-office - 3.5 yrs, Tally : 2.4 yrs***

***Current CTC : 9500/-***

***Expected CTC :30% - hike***

***Joining Period ! : 10 days***

***Current Location : Hyderabad***

***Willing to Relocate to Pune & then Hyderabad :Hyderabad***

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